

# **After-Sales Policies for Dealers (For Europe Region)**

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# 1. Overview

## 1.1 Purpose

This policy is specially formulated to comprehensively improve the after-sales service level of DJI authorized dealers, standardize service processes and standards, and provide high-quality and efficient after-sales service to DJI users.

## 1.2 Applicable

Dealers authorized by DJI through the review and authorization of DJI, hereinafter referred to as “Dealers” or “Level 1 Dealers”.

## 1.3 Products

Consumer	Professional	Enterprise	Components
Spark Series	Inspire Series	Drones (Matrice Series)	Flight Controllers
Mavic Series	Gimbal Camera (Zenmuse X7/X5S/X5R/X5/X4S/Z15/GH/H3)	Payloads (Zenmuse Z30/XT/XT2)	Video Transmission (Datalink3)
Phantom Series	Camera Stabilizers (Ronin Series)	Developer Technologies	Developer (Manifold Series/Guidance)
Tello Series	Pro Accessories (Master Wheels/Force Pro/Focus/CrystalSky/Cendence)	DropSafe	Other Accessories (D-RTK 2 High Precision GNSS Mobile Station)
Osmo Series			Video Transmission (Datalink3)
RoboMaster Series			
DJI FPV Series			

\*Warranty periods may vary according to local laws and regulations due to product version differences and optimization. DJI reserves the right of final explanation to the above policies.

# 2. Warranty Period

## 2.1 Warranty Period of Main Parts

- For more details about the warranty period of main parts, visit at <http://www.dji.com/service/policy>
- For the Tello series warranty period of main parts: <https://www.ryzerobotics.com/en/support/service-policies>
- The warranty period for Return & Refund Service, Replacement Service, and Warranty Repair Service may vary with respect to your product and the country of purchase. Please refer to

<http://www.dji.com/service/policy> for the warranty period for your product and products in your country.

## **2.2 Warranty Period Determination**

### **a. Sold Products:**

- 1) Replacement Service: The date of the case was reported shall take precedence. The time should be within 15 calendar days after the product was sold from the dealer to the customer. If so, Replacement Service can be provided.
- 2) Repair Service: The date the case was reported shall take precedence. The warranty period will be calculated from the date when the product was sold from the dealer to the customer.

### **b. Unsold Products:**

- 1) Replacement Service: The date the case was reported shall take precedence, and the time should be within the date of the product's shipment time from DJI + 6 months. If so, Replacement Service can be provided.
- 2) Repair Service: The date the case was reported shall take precedence, and the time should be within the date of: product shipment from DJI + 6 months + product's warranty period. If so, Repair Service can be provided. Losses due to improper storage will not be dealt with.

## **2.3 Accessories for Repair**

- a. The warranty period of accessories for repair use will start from the date of the product shipment from DJI.
- b. Warranty period:  
Gimbal and Remote Controller: 24 Months Other Accessories for Repair: 6 Months

# **3. Replacement Service**

## **3.1 Replacement Policy**

The date the case was reported shall take precedence and a proof of purchase can be provided.

### **a. Sold Products:**

The date the case was reported should be within 15 calendar days after the product is sold from the dealer to the customer.

### **b. Unsold Products:**

The date the case was reported should be within the date of product shipment from DJI + 6 months.

## **3.2 Replacement Service Requirements**

Dealers can request Replacement Service when meeting one of the following conditions:

- √Proof of damage during transit issued by the carrier can be provided;
- √The product has a serious inconsistency with the original product description in one or more important aspects;
- √The product has a manufacturing defect.

## **3.3 Items Required for Replacement Service**

- a. Including but not limited to: outer box's serial number, proof of purchase, etc.
- b. Recommend to send video of the product issue (product's serial number needs to be recorded).

## **3.4 Replacement Service may not be provided when:**

- × For sold products, the date the case was reported is more than 15 calendar days from the date when the product was sold to the customer.
- × The product is not sold after the date of product shipment from DJI + 6 months.

- × Legal proof-of-purchase, receipts, or invoices are not provided, or are reasonably believed to have been forged or tampered with.
- × A product sent to DJI for replacement does not include all the original accessories, attachments, and packaging, or it contains items damaged by user error.
- × A product is found to have no defects after all appropriate tests are conducted by DJI.
- × Any fault or damage of the product is caused by collision, scorching, or unauthorized use or modification of the product, including exposure to moisture, entry of foreign bodies (water, oil, sand, etc.), or improper installation or operation.
- × Product labels, serial numbers, water damage marks, etc. show signs of tampering or alteration.
- × Damage is caused by uncontrollable external factors, including fires, floods, high winds, lightning strikes, or traffic accidents.
- × The received product has not been sent back to DJI 10 working days after replacement confirmation from DJI.
- × Proof of damage during transit issued by the carrier cannot be provided.
- × Replacement requirements are not met after product inspection.
- × Other circumstances stated in this policy.

### **3.5 Notices:**

- a. If the dealer directly provides Replacement Service to the customer without reporting the case and receiving approval, and then contacts DJI to replace the products, DJI will reject the dealer's request for replacement if it is determined that the replacement requirements are not met after inspection.
- b. After applying for a replacement, the entire set of the product needs to be sent back, otherwise only the returned components will be replaced.
- c. After receiving the replacement case number provided by DJI, the dealer needs to send the product to DJI within 10 working days.
- d. If the information provided by the dealer when contacting DJI for the first time to report the issue does not meet the replacement service requirements, it is permitted that the information can be provided again within 7 calendar days. If the second time exceeds 7 calendar days, the date of reporting the case will be recalculated. If the information provided the second time still does not meet the criteria for Replacement Service, the date of reporting the case will be recalculated based on the third time.

## **4. Repair Service**

### **4.1 Warranty Repair Service**

- a. Dealers can request Repair Service when the product does not function during the warranty period.
- b. Dealers can request Warranty Repair Service when the following conditions are met:
  - √The product has a manufacturing defect during the warranty period;
  - √Damage not caused by unauthorized modification or disassembly not in accordance with official instructions or manuals, or other damage caused by non-user errors;
  - √A valid proof-of-purchase, receipt, or order number for the warranty service is provided.
- c. Warranty Repair Service will not be provided when:
  - × Crashes or fire damage caused by non-manufacturing factors, including but not limited

to, user errors.

- × Damage caused by unauthorized modification, disassembly, or shell opening not in accordance with official instructions or manuals.
- × Water damage or other damages caused by improper installation, incorrect use, or operation not in accordance with official instructions or manuals.
- × Damage caused by unauthorized assembling of accessories by customer themselves not in accordance with official instructions or manuals.
- × Damage caused by unauthorized modification of circuits, and mismatch or misuse of the battery and charger.
- × Damage caused by flights and capturing photos/videos which did not follow instruction manual recommendations.
- × Damage caused by operation in bad weather (i.e. strong winds, rain, sand/dust storms, etc.).
- × Damage caused by operating the product in an environment with electromagnetic interference (i.e. in mining areas or close to radio transmission towers, high-voltage wires, substations, etc.).
- × Damage caused by operating the product in an environment suffering from interference from other wireless devices (i.e. transmitter, video-downlink, Wi-Fi

signals, etc.).

- × Damage caused by operating the product at a weight greater than the safe takeoff weight, as specified by instruction manuals.
- × Damage caused by a forced flight when components have aged or been damaged.
- × Damage caused by reliability or compatibility issues when using unauthorized third-party parts.
- × Damage caused by operating the unit with a low-charged or defective battery.
- × Products or parts with an altered identification label or from which the identification label has been removed.
- × The received product has not been sent back to DJI 10 working days after warranty repair confirmation from DJI.

#### **4.2. Paid Repair**

Paid repair is required for conditions that are not covered by Warranty Repair Service.

- a. The product is out of warranty.
- b. All conditions that do not belong to Warranty Repair Service.

#### **4.3. Special Conditions**

For second repairs or multiple repairs, dealers can request Warranty Repair Service when the following conditions are met:

- a. After the first repair is conducted, the same quality problem is reported within 30 days after receiving the product. Please report it to DJI promptly. Do not directly provide Replacement Service to the customer without prior judgment. Otherwise, the loss caused shall be covered by the dealers.
- b. After the first repair is conducted, the product is sent back for repair three times due to the same or different quality issue within 90 calendar days. Please report it to DJI promptly. Do not directly provide Replacement Service to the customer without prior judgment. Otherwise, the loss caused shall be covered by the dealers.

### **5. Cross-Regional After-Sales Service**

- a. DJI does not provide global warranty with respect to products, and warranty service can only be obtained at a designated DJI repair center.

b. To repair the product in a DJI repair center when the product was purchased in another region, depending on part availability, customers can obtain cross- regional repair service at an additional charge. (Some products do not support cross-regional repair even if the customer is willing to pay the service. For more details, please contact DJI Support.)

c. Cross-regional replacement service is not available for different versions of the same product.

d. The customer/dealer will need to bear customs duties, taxes, customs clearance,

and other costs incurred due to cross-regional repair, regardless of whether it is the warranty repair service or paid repair service that is provided.

## **6. Logistics**

### **a.Products that cannot be sent back**

Dealers cannot send back batteries that are seriously damaged, such as with a damaged battery cell, swollen, or leaking. If those batteries have been sent back, DJI will dispose of such batteries without returning them.

b.Dealers need to check the product status before signing. If there is any problem, please contact DJI in time and provide the corresponding certificate. When signing for products, the dealer needs to check whether the product is intact (whether there is any damage due to transportation or other reasons). If there is an error with the product, please report to DJI within 7 days from the date of signing. Otherwise, it will be deemed that the dealer considers that the product is functioning and not damaged. If the product is damaged during transportation, contact DJI within 24 hours. Contacting past this time frame will not be accepted.

c.Dealer needs to make sure that the receiving addresses in the dealer system are correct and are regularly updated.

If the receiving address provided by the dealer is wrong, or the recipient refuses to receive the product, the loss caused shall be covered by the dealer.

## **7. What to do Before Obtaining After-Sales Service**

Before obtaining after-sales service, the following steps must be taken:

√ Follow the service procedures specified by DJI.

√ Back up all data contained on your product's SD card.

√ Except for flight logs, remove all data from the product, including confidential information, proprietary information, and personal information. Or, if you are unable to remove any such information, modify the information to prevent its access by another party so that it is not personal data under applicable law. DJI shall not be responsible for the loss or disclosure of any data on a product returned or accessed for warranty service, including confidential information, proprietary information, or personal information.

√ Provide DJI with all system passwords, if necessary.

√ Provide DJI with sufficient and safe access to your product, so DJI can provide service as needed.

√ Remove all additional parts, alterations, and attachments not covered under warranty.

√ Ensure that the product or part is free of any legal restrictions that prevent its replacement.

√ If you are not the owner of a product or part, obtain authorization from the owner for DJI to provide warranty service.

## **8. Product and Part Replacement**

When Warranty Repair Service involves the replacement of a product or part, the replaced product or part becomes DJI's property and the replacement product or part becomes your property. Only unaltered DJI products and parts are eligible for replacement.

Replacement products or parts provided by DJI may not be brand new, but they will be in good working order and at least functionally equivalent to the original product or part's warranty. A replacement product or part shall be covered for the time remaining in the original product's warranty. The replacement product or part will be bound with a new serial number.

## **9. What This After-Sales Policy Does NOT Cover**

This policy does not cover the following:

- × Crashes or fire damage caused by non-manufacturing factors, including but not limited to, user errors.
- × Damage caused by unauthorized modification, disassembly, or shell opening not in accordance with official instructions or manuals.
- × Water damage or other damages caused by improper installation, incorrect use, or operation not in accordance with official instructions or manuals.
- × Damage caused by a non-authorized service provider.
- × Damage caused by unauthorized modification of circuits, and mismatch or misuse of the battery and charger.
- × Damage caused by flights which did not follow instruction manual recommendations.
- × Damage caused by operation in bad weather (i.e. strong winds, rain, sand/dust storms, etc.).
- × Damage caused by operating the product in an environment with electromagnetic interference (i.e. in mining areas or close to radio transmission towers, high-voltage wires, substations, etc.).
- × Damage caused by operating the product in an environment suffering from interference from other wireless devices (i.e. transmitter, video-downlink, Wi-Fi signals, etc.).
- × Damage caused by operating the product at a weight greater than the safe takeoff weight, as specified by instruction manuals.
- × Damage caused by a forced flight when components have aged or been damaged.
- × Damage caused by reliability or compatibility issues when using unauthorized third-party parts.
- × Damage caused by operating the unit with a low-charged or defective battery.
- × Uninterrupted or error-free operation of a product.
  
- × Loss of, or damage to, your data by a product.
- × Any software programs, whether provided with the product or installed subsequently.
- × Failure of, or damage caused by, any third party products, including those that DJI may provide or integrate into the DJI product at your request.
- × Damage resulting from any non-DJI technical or other support, such as assistance with "how-to" questions or inaccurate product set-up and installation.
- × Products or parts with an altered identification label or from which the identification label has been removed.

## **10. Limitation of Liability**

WHEN RECEIVING SERVICE, DJI IS RESPONSIBLE FOR LOSS OR DAMAGE TO YOUR PRODUCT ONLY WHILE IT IS IN DJI'S POSSESSION OR IN TRANSIT, IF DJI IS RESPONSIBLE FOR TRANSPORTATION.

DJI IS NOT RESPONSIBLE FOR LOSS OR DISCLOSURE OF ANY DATA, INCLUDING CONFIDENTIAL INFORMATION, PROPRIETARY INFORMATION, OR PERSONAL INFORMATION, CONTAINED IN A PRODUCT.

UNDER NO CIRCUMSTANCES, AND NOTWITHSTANDING THE FAILURE OF ESSENTIAL PURPOSE OF ANY REMEDY SET FORTH HEREIN, SHALL DJI, ITS AFFILIATES, SUPPLIERS, RESELLERS, OR SERVICE PROVIDERS BE LIABLE FOR ANY OF THE FOLLOWING EVEN IF INFORMED OF THEIR POSSIBILITY AND REGARDLESS OF WHETHER THE CLAIM IS BASED IN CONTRACT, WARRANTY, NEGLIGENCE, STRICT LIABILITY OR OTHER THEORY OF LIABILITY:

- 1) THIRD PARTY CLAIMS AGAINST YOU FOR DAMAGES;
  - 2) LOSS, DAMAGE OR DISCLOSURE OF YOUR DATA;
  - 3) SPECIAL, INCIDENTAL, PUNITIVE, INDIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOST PROFITS, BUSINESS REVENUE, GOODWILL OR ANTICIPATED SAVINGS. IN NO CASE SHALL THE TOTAL LIABILITY OF DJI, ITS AFFILIATES, SUPPLIERS, RESELLERS, OR SERVICE PROVIDERS FOR DAMAGES FROM ANY CAUSE EXCEED THE AMOUNT OF ACTUAL DIRECT DAMAGES, NOT TO EXCEED THE AMOUNT PAID FOR THE PRODUCT.
- THE FOREGOING LIMITATION DOES NOT APPLY TO DAMAGES FOR BODILY INJURY (INCLUDING DEATH), DAMAGE TO REAL PROPERTY OR DAMAGE TO TANGIBLE PERSONAL PROPERTY FOR WHICH DJI IS LIABLE UNDER LAW. AS SOME STATES OR JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

## **11. Your Other Rights**

This policy provides you with extra and specific legal rights. You may have other rights according to the applicable laws of your state or jurisdiction. You

may also have other rights under a written agreement with DJI. Nothing in this policy affects your statutory

rights, including rights of consumers under laws or regulations governing the sale of consumer products that cannot be waived or limited by agreement.

## **12. Interpretation Rights**

\* DJI reserves the right of final interpretation of the above dealers' after-sales policy.



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## **DJI return procedure:**

### **1. Missing spare parts:**

For missing spare parts, please contact DJI support by email [support@dji.com](mailto:support@dji.com) or by phone +31 20 654 5202 with the following information: serial number of your product and the delivery address.

### **2. DOA:**

Products that are found to be defective upon delivery or immediately upon receipt of the delivery. The date the case was reported should be within 15 calendar days after the product is sold from the dealer to the customer.

For the DOA conditions: please read the information under 6.

**To report a DOA**, please click on the following link to open an aftersales case on the DJI website <https://repair.dji.com/repair/index?site=brandsite&from=nav>

or contact DJI support [support@dji.com](mailto:support@dji.com) or by phone +31 20 654 5202.

After receiving the replacement case number provided by DJI, the dealer needs to send the product to DJI within 10 working days.

### **3. RMA:**

Dealers can request Repair Service when the product does not function during the warranty period:

For the RMA conditions: please read the information under 7.

**To report an RMA**, please click on the following link to open an aftersales case on the DJI website <https://repair.dji.com/repair/index?site=brandsite&from=nav>

or contact DJI support [support@dji.com](mailto:support@dji.com) or by phone +31 20 654 5202.

4. **Paid Repair:**

Paid repair is required for conditions that are not covered by Warranty Repair Service.

- a. The product is out of warranty.
- b. All conditions that do not belong to Warranty Repair Service.

**To report a repair**, please click on the following link to open an aftersales case on the DJI website  
<https://repair.dji.com/repair/index?site=brandsite&from=nav>

or contact DJI support [support@dji.com](mailto:support@dji.com) or by phone +31 20 654 5202.

5. **Warranty Period of Main Parts:**

- a. For more details about the warranty period of main parts, visit at <http://www.dji.com/service/policy>
- b. For the Tello series warranty period of main parts: <https://www.ryzerobotics.com/en/support/service-policies>
- c. The warranty period for Return & Refund Service, Replacement Service, and warranty Repair Service may vary with respect to your product and the country of purchase. Please refer to: <http://www.dji.com/service/policy> for the warranty period for your product and products in your country.

6. **DOA conditions:**

- **Dealers can request Replacement Service when meeting one of the following conditions:**

√Proof of damage during transit issued by the carrier can be provided;

√The product has a serious inconsistency with the original product description in one or more important aspects;

√The product has a manufacturing defect.

Items Required for Replacement Service:

- a. Including but not limited to: outer box's serial number, proof of purchase, etc.
- b. Recommend to send video of the product issue (product's serial number needs to be recorded).

- **Replacement Service may not be provided:**

× For sold products, the date the case was reported is more than 15 calendar days from the date when the product was sold to the customer.

- × The product is not sold after the date of product shipment from DJI + 6 months.<sup>1</sup>
- × Legal proof-of-purchase, receipts, or invoices are not provided, or are reasonably believed to have been forged or tampered with.
- × A product sent to DJI for replacement does not include all the original accessories, attachments, and packaging, or it contains items damaged by user error.
- × A product is found to have no defects after all appropriate tests are conducted by DJI. × Any fault or damage of the product is caused by collision, scorching, or unauthorized use or modification of the product, including exposure to moisture, entry of foreign bodies (water, oil, sand, etc.), or improper installation or operation.
- × Product labels, serial numbers, water damage marks, etc. show signs of tampering or alteration.
- × Damage is caused by uncontrollable external factors, including fires, floods, high winds, lightning strikes, or traffic accidents.
- × The received product has not been sent back to DJI 10 working days after replacement confirmation from DJI.
- × Proof of damage during transit issued by the carrier cannot be provided. × Replacement requirements are not met after product inspection.
- × Other circumstances stated in this policy.

#### **7. RMA conditions:**

- √The product has a manufacturing defect during the warranty period;
- √Damage not caused by unauthorized modification or disassembly not in accordance with official instructions or manuals, or other damage caused by non-user errors;
- √A valid proof-of-purchase, receipt, or order number for the warranty service is provided.

- **Warranty Repair Service will not be provided:**

- × Crashes or fire damage caused by non-manufacturing factors, including but not limited to, user errors.
- × Damage caused by unauthorized modification, disassembly, or shell opening not in accordance with official instructions or manuals.
- × Water damage or other damages caused by improper installation, incorrect use, or operation not in accordance with official instructions or manuals.
- × Damage caused by unauthorized assembling of accessories by customer themselves not in accordance with official instructions or manuals.
- × Damage caused by unauthorized modification of circuits, and mismatch or misuse of the battery and charger.

- × Damage caused by flights and capturing photos/videos which did not follow instruction manual recommendations.
- × Damage caused by operation in bad weather (i.e. strong winds, rain, sand/dust storms, etc.).
- × Damage caused by operating the product in an environment with electromagnetic interference (i.e. in mining areas or close to radio transmission towers, high- voltage wires, substations, etc.).
- × Damage caused by operating the product in an environment suffering from interference from other wireless devices (i.e. transmitter, video-downlink, Wi-Fi signals, etc.).
- × Damage caused by operating the product at a weight greater than the safe take-off weight, as specified by instruction manuals.
- × Damage caused by a forced flight when components have aged or been damaged.
- × Damage caused by reliability or compatibility issues when using unauthorized third-party parts.
- × Damage caused by operating the unit with a low-charged or defective battery.
- × Products or parts with an altered identification label or from which the identification label has been removed.
- × The received product has not been sent back to DJI 10 working days after warranty repair confirmation from DJI.