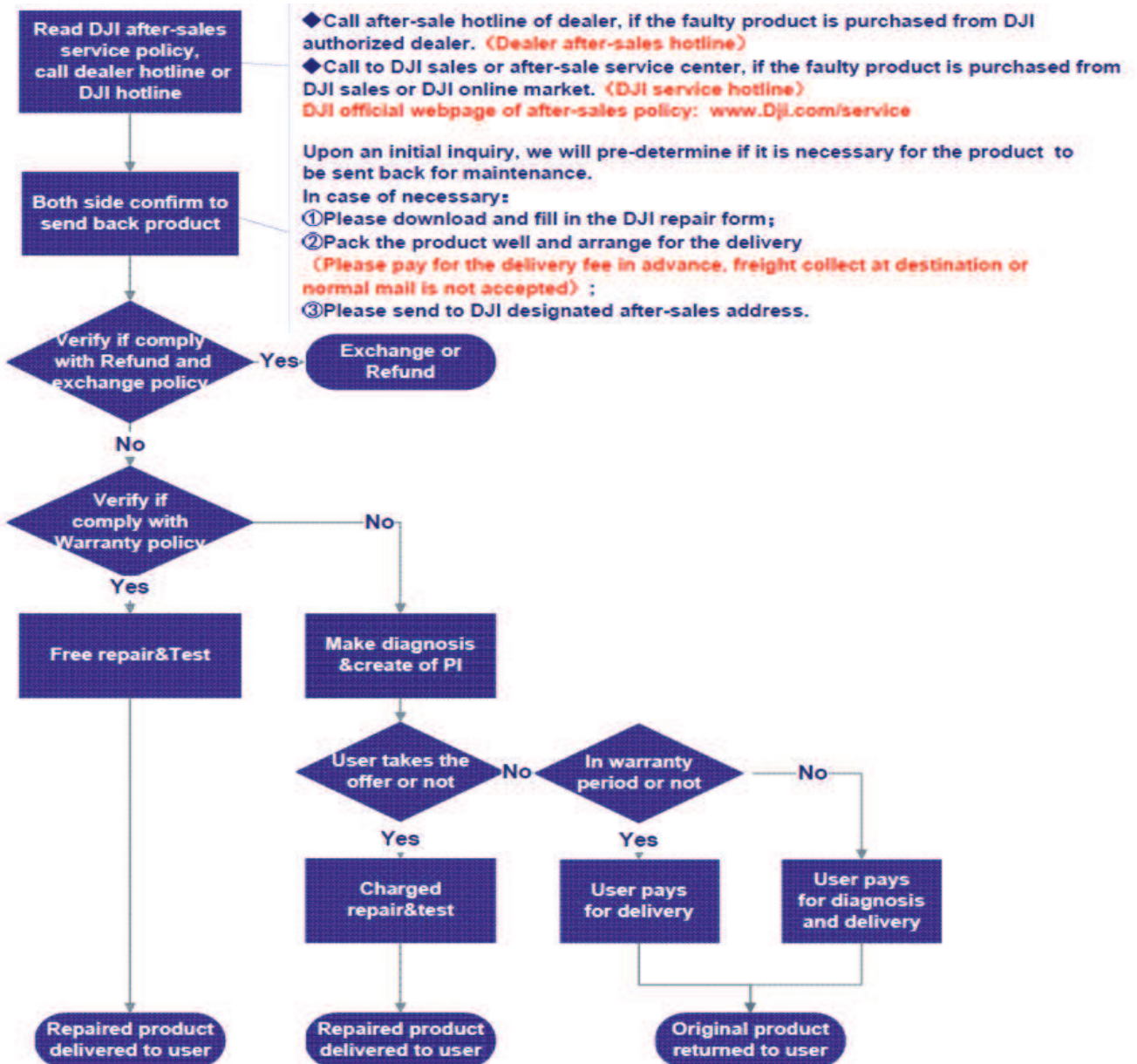


DJI international warranty

-- Europe, the Middle East and Africa

DJI guarantees our customers are provided with fast, effective, professional and quality after-sales service. All products purchased from DJI or DJI authorized dealers have access to **Refund and exchange service, warranty service and Paid repair service** within the scope of this policy. Please keep your original proof-of-purchase, receipt or DJI direct sales order number for you to exercise your rights. This policy may be amended by DJI without specific notice, the latest policy will be posted on the DJI web site.

1. DJI General After-Sale Service Flow:



2. Refund and exchange policies

DJI guarantees that, subject to the following conditions, refund and exchange

can be requested within 10 working days (the actual date may varies according to local laws and regulations) of the purchase date (subject to actual date the product was received). Please contact an authorized distributor of DJI that you purchased from for more details of the services:

- 1) Exchange can be requested under one of the following conditions:**
 - a. Product has sustained damage in transit, which was found when being unpacked and checked with the presence of the courier.
 - b. Misrepresentation of the product purchased based on original description of the product.
 - c. Manufacturing defect(s).
- 2) Refund can be requested under one of the following conditions:**
 - a. When not being used, manufacturing defect of the product was found within 10 working days since of receipt.
 - b. Product has been exchanged once but still has manufacturing defect.
 - c. Product was received 5 working days passed the guaranteed delivery date due to external factors.
- 3) Refund and/or Exchange can not be requested under one of the following conditions:**
 - a. Customer did not immediately report damage sustained in transit of the product.
 - b. Refund or exchange is requested after 10 working days (the actual date may varies according to local laws and regulations) of purchase (since the actual date the product received).
 - c. Product sent in for refund or exchange not including all original accessories, attachments and packaging, or with damage on any part of the product.
 - d. Legal proof-of-purchase or receipts are unable to be provided, or have been forged or tampered.
 - e. Product held no manufacturing defects after testing made by DJI Technical Support.
 - f. Crash or burning caused by non-manufacturing defects, as well as any damage caused by unauthorized modification, entry of foreign body (water, oil, sand, etc.), improper installation or operation.
 - g. Labels, Serial Numbers, waterproof mark, false proof mark, etc. show signs of tampering or altering.
 - h. Damage caused by external factors, including but not limited to: fire, flood, high wind strength and lightning strike.

3. Warranty

DJI guarantees that, under the following conditions during the warranty period (see Chart), starting from the date product is purchased, warranty service will be provided.

Diagnostic, labor, materials, tests and return delivery are covered pursuant to DJI's service warranty.

1) The following conditions must be met for warranty service:

- a. During warranty period, product is normal used, as intended by the manufacturer.
- b. No unauthorized disassembling, modification or installation has been performed.
- c. Labels, Serial Numbers, waterproof mark, false proof mark, etc. show no signs of tampering or altering;
- d. Valid proof-of-purchase, receipt or order number (DJI Direct Sales) is provided.

2) Following situations are not subject to warranty service conditions:

- a. Crash or burning caused by non-manufacturing factors.
- b. Damage caused by unauthorized modification, disassembling or shell opening which did not follow the instruction of official manuals.
- c. Damage caused by improper installation, or incorrect use or operation despite of the guidance of manuals.
- d. Damage caused by unauthorized modification of circuit, mismatch or misuse of battery and charger.
- e. Damage caused by any flights which didn't follow the instructions of the manuals.
- f. Damage caused by operation in bad weather (i.e. strong wind, rain, sand/dust storm, etc.)
- g. Damage caused by operating the unit in an electromagnetic interference environment (i.e. mining area, radio transmitting tower, high-voltage wire, substation, etc.).
- h. Damage caused by operating the unit in a known environment with interference with other wireless devices (i.e. transmitter, video-link, Wi-Fi signals, etc.).
- i. Damage caused by operating the unit with a weight greater than safe takeoff weight.
- j. Damage caused by forced flight when components have been aged or damaged.
- k. Damage caused by reliability or compatibility issues when using unauthenticated third-party parts.
- l. Damage caused by operating the unit with a low charged or defective battery.

3) Return Material Authorization (RMA)

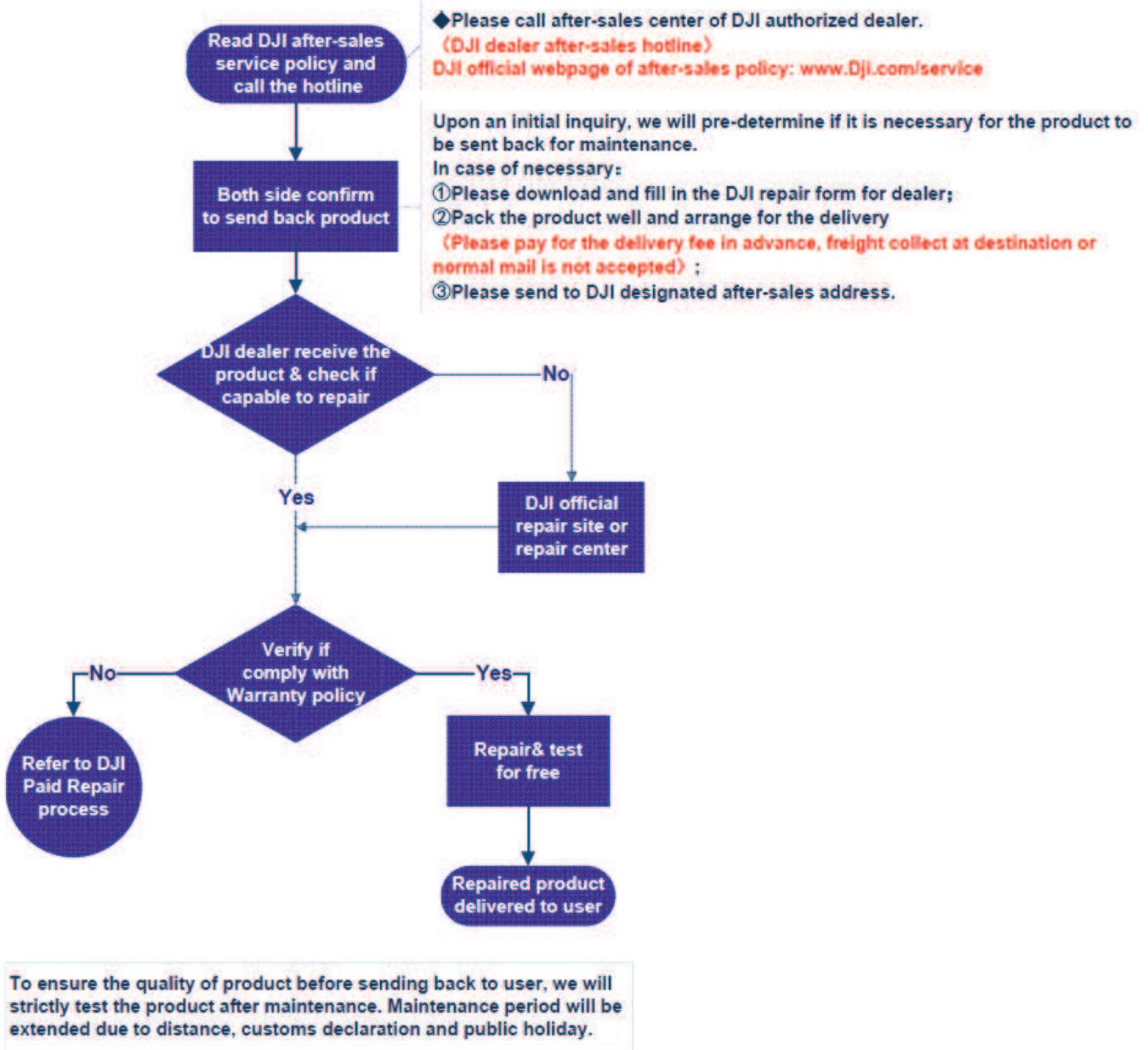
Before sending products to DJI, an Return Merchandize Authorization (RMA) must be obtained by contacting your sales rep., Returns without an RMA number may be rejected by DJI and immediately returned to the dealers at their cost. Items must be shipped to an agreed DJI Office; freight prepaid by sender, together with a completed RMA report form. Items must be returned with proper packing to protect them. Damage during transit is the sender's responsibility and may avoid a warranty claim.

Warranty Contact Channels

Users holding products in the warranty period and needing warranty services, must first contact the official authorized dealer from where the product was bought or the official authorized dealer in their region. For details please visit <http://www.dji.com>, go the corresponding product page and enter the dealers list.

For dealers return RMA to DJI, Please contact with DJI sales rep. for RMA # request and return address.

4) Warranty Service Flow - Products purchased from DJI Authorized dealers:



5) Miscellaneous

- a. DJI requests that customers are responsible for shipping costs when sending their product(s) in for return, repair or exchange.
 Technical staff of after-sales service centers will examine the product to identify the problem and responsibility. If it is a quality problem of the product itself, DJI will accept all the test cost, material cost, labor cost, and delivery fee when sending the repaired product back to customer.
- b. If DJI determines that the product(s) do not fall under the warranty, DJI will advise the customer of the cost of repair and return delivery prior to repairing or sending the product(s).

-
- c. If your issue is not subject to warranty or caused by non-manufacturing issue, then examination cost, material and labor cost will be charged according to the nature of the problem.
 - d. You can call DJI authorized dealer or DJI after-sales service center for more information of maintenance process.

4. Paid Repair Service Terms

DJI provides our customers with paid repair service for products that do not meet the conditions falling under our warranty. Customers will be charged for diagnostic, labor, materials, repair and return delivery.

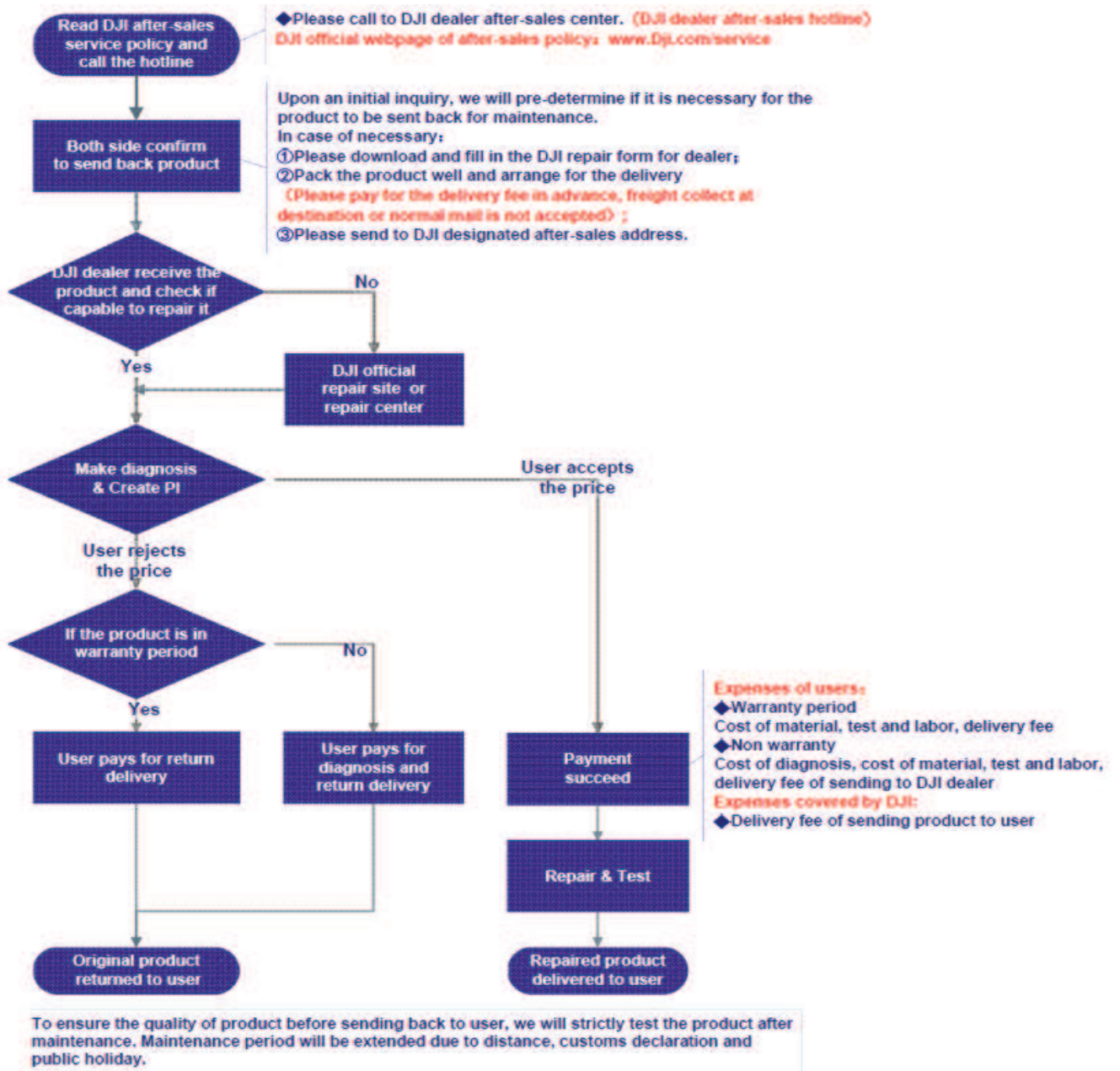
If the customer decides not to move forward with the repair, the customer will be liable for payment of return delivery of their product(s), as well as the cost of diagnosis.

Diagnosis is free of charge if the product is within warranty period.

6) Paid repair service will include the following:

- a. Products that are no longer covered under the warranty and/or warranty has expired.
- b. All other situations that do not meet with the conditions pursuant to the warranty service (see details in Warranty service terms).

Paid Repair Service Process Flow - Products purchased from DJI Authorized dealers



DJI product warranty period of main parts

*** Warranty period may varies according to local laws and regulations.

Products	Main Components	Warranty Period
Flying Controllers for Multi-Rotor A2\WooKong-M	MC	12 MONTHS
	IMU	6 MONTHS
	GPS	6 MONTHS
Flying Controllers for Multi-Rotor Naza-M V2\Naza-M Lite	MC	12 MONTHS
	GPS	6 MONTHS
Flying Controllers for Helicopter Ace One\Ace Waypoint\WooKong-H	MC	12 MONTHS
	IMU	6 MONTHS
	GPS	6 MONTHS
Flying Controllers for Helicopter Naza-H	MC	12 MONTHS
	GPS	6 MONTHS
RTF Phantom 2 Vision +\Phantom 2 Vision Phantom 2\Phantom FC40\Phantom 1	Frame	(No Warranty)
	MC	12 MONTHS
	Battery	3 MONTHS
	Transmitter	12 MONTHS
	Motor	3 MONTHS
	ESC	12 MONTHS
	Propeller	(No Warranty)
	Camera unit	6 MONTHS
Flying Platform-Pro S1000\S800\S800 EVO	Frame	(No Warranty)
	Motor	3 MONTHS
	ESC	12 MONTHS
	Propeller	(No Warranty)
Flying Platform-Hobby F330\F450\F550	Frame	(No Warranty)
	Motor	3 MONTHS
	ESC	12 MONTHS
	Propeller	(No Warranty)
Zenmuse Gimbals Z15-5D series\Z15-GH3\Z15 series\H3-3D\H3-2D	Zenmuse Gimbals	12 MONTHS
Datalink 2.4G Bluetooth Datalink\2.4G Datalink\900M Datalink	Transmitter	12 MONTHS
	Receiver	12 MONTHS
Accessories IOSD MARK II\IOSD Mini\DT7&DR16 RC System	Accessories	12 MONTHS

(Table I)

Product Repair Form - End User

Basic information			
Name/Company:		Country:	
Shipping address:			
Tel:		Email or QQ:	
Tracking Number:		Dealer name:	

Product Information							
<i>eg.: Product 1 (copy this if multiple products are sent back)</i>	Name of Product						
	Components list	1	2	3	4	5	6
	<u>Problem Description</u>						

Product Information							
<i>eg.: Product 2 (copy this if multiple products are sent back)</i>	Name of Product						
	Components list	1	2	3	4	5	6
	<u>Problem Description</u>						

Product Information							
<i>eg.: Product 3 (copy this if multiple products are sent back)</i>	Name of Product						
	Components list	1	2	3	4	5	6
	<u>Problem Description</u>						

(Table II)