

1. Refund

- 1) Within 7 calendar days of delivery if the product has no manufacturing defect, has not been activated and is still in new or like-new condition.
- 2) 2). Within 7 calendar days of delivery if the product has a manufacturing defect.

2. A refund will not be provided in following cases

- 1). The refund was requested beyond 7 calendars days of delivery;
- 2). Product sent in for refund does not include all original accessories, attachments and packaging, any item is not in new or like-new condition, i.e. with cracks, dents or scratches.
- 3). Legal proof-of-purchase or receipts are not provided, or are reasonably believed to have been forged or tampered with.
- 4). Any product fault or damage has been caused by unauthorized use or modification of the product, including exposure to moisture, entry of foreign bodies (water, oil, sand, etc.), or improper installation or operation.
- 5). Product labels, serial numbers, waterproof marks, false proof marks etc. show signs of tampering or alteration.
- 6). Damage was caused to the product by external factors out of our control, including fire, flood, high winds and lightning strike.
- 7). Respective product has not been sent back to DJI 7 calendar days after refund confirmation from DJI.
- 8). The date of activation exceeds 30 days after the date of delivery.

3. Replacement policy

- 1). Within 7 calendar days of delivery if the product has no manufacturing defect and is still in new or like-new condition.
- 2). Within 15 calendar days of delivery if the product has sustained substantial damage in transit.
- 3). Within 15 calendar days of delivery if the product purchased does not match the original description of the product in one or more significant respects.
- 4). Within 15 calendar days of delivery if the product has a manufacturing defect(s).

4. A replacement will not be provided within 15 calendar days of the purchase in following cases

- 1). The replacement was requested beyond 15 calendar days of delivery;
- 2). Legal proof-of-purchase or receipts are not provided, or are reasonably believed to have been forged or tampered with.
- 3). Product sent in for replacement does not include all original accessories, attachments and packaging, or contains items damaged by user error.
- 4). Product is found to have no manufacturing defects after appropriate tests are conducted by DJI Technical Support.
- 5). Any product fault or damage has been caused by unauthorized use or modification of the product, including exposure to moisture, entry of foreign bodies (water, oil, sand, etc.), or improper installation or operation.
- 6). Product labels, serial numbers, waterproof marks, false proof marks etc. show signs of tampering or alteration.
- 7). Damage was caused to the product by external factors out of our control, including fire, flood, high winds and lightning strike.
- 8). Respective product has not been sent back to DJI 7 calendar days after replacement confirmation from DJI.
- 9). The date of activation exceeds 30 days after the date of delivery.

5. Miscellaneous

- 1). Local credit card/debit card and PayPal refunds can take up to 10 business days to process after the product is received. International credit card, Visa or MasterCard, refunds can take up to 7 to 14 business days to process.
- 2). Sender must pay the costs of return delivery and the costs associated with product testing if the product does not meet the conditions for a replacement or refund set out above. We will tell you what these costs are in advance.
- 3). We may amend the Refund and Replacement Policy terms from time to time, including where there is a change of law.