

What to do if a DJI Warranty is denied and the repair has to be paid

Dealer guide

To avoid rejection of Warranty treatment for DJI products sent in for repair.

ALWAYS ask your end-user to sync his/her flightlogs in the APP DJI GO(4) or PILOT. (*)

When registering your product, ALWAYS add as much as possible proof: additional info, photos, video, screenshots etc. to your fault description - regardless if it is a flyaway or other reasons for damage / defect / loss etc.

IF the DJI damage assessment team is in doubt and missing the flightlogs and proof, they might quote the Case 'Out of Warranty', and will send a PI (Proforma Invoice) to pay for the repair and shipping back.

NB: It is easier and faster to be proactive instead of post deliver the flightlogs and ask to requote the case.

What to do if you (Dealer) sent in your DJI product as Warranty but DJI refuses your Warranty claim.

Dealers:

When DJI quotes a case 'Out-of-Warranty' and sending a PI (Proforma invoice) to you (the Dealer) to pay.

Tell your end-user that his case has been quoted 'Out-of-Warranty' by DJI and therefore his case is also out of the official Free-Warranty-Service range of your Shop.

As a service you can offer your enduser assistance and the choice between the following options to get the repaired product back asap.

1. Providing DJI with further info and proof in order to get a re-quotation for a free Warranty repair.
Forward the PI to the end-user asking for the missing or required info.
Forward the provided info/proof together with the CAS-nr. to DJI Service Center support.eu@dji.com
Ask DJI to requote your Case and apply for Warranty treatment.
If a re-quotation leads to a free Warranty repair, DJI will send you the repaired or replaced product FoC.
If Warranty still is denied, your end-user can choose to pay as described in pkt. 2.
2. Pre-paying the PI by the end-user on his own. = The fastest way to get the product back.
Forward the PI to the end-user asking him to pre-pay the amount in the PI by PayPal link, or by Bank-Transfer, using DJI Bank info, IBAN + SWIFT etc. and the CAS-nr in the PI as reference.
Ask the enduser to send you a copy of the payment-proof.
After receiving the payment DJI will send you the repaired or replaced product within 1-2 lab.days.
3. Pre-paying the PI by the Shop or Service provider = The slowest and most expensive way for all parts.
(f. ex. If your enduser is accepting to pay for the repair but refuses to pre-pay the PI on his own)
Remind your enduser that his case is Out-of-Warranty and thus the Shop has the right to charge an additional fee for handling the case and pre-paying the endusers PI. Offer him your final pricequotation..
If accepted, you, the dealer pre-pay the PI on your own – get the repaired product back from DJI – Invoice your enduser as agreed.

NB: Not reacting to the PI will generate a DJI reminder mail to you ca. once a week.

Not reacting or paying the PI within 30 days from 1st quotation will result in DJI returning the defect product to you unrepaired.

Contact

In case you have any questions or further information regarding your repair, please contact the DJI Service Center directly via Mail: support.eu@dji.com Online Support: <http://www.dji.com/support#after> Tel: +31 20 654 5202
Please always use your DJI CAS Nr. as reference in any correspondence with the DJI Service.

(*) How to Sync your flight-logs in your App.

Connect your mobile device with WIFI. Launch your DJI Go App.

Click the "aircraft" on the top left

Click the "cloud" on the top right, sync the latest month record and wait until it's 100% completed.