

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

## End-user guide

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

ALWAYS sync your 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 (End-user) sent in your DJI product as Warranty but DJI refuses your Warranty claim.

#### End-users:

#### **If DJI for some reason does not grant Warranty. - As in all Out-of-Warranty cases**

After receiving your product, DJI will send you a mail with the Quotation and a reason why Warranty is not granted. This Quotation includes a PI (Proforma invoice) with a link to a PayPal payment and also the DJI Bank Account info in case you want to pay by Bank-Transfer. (IBAN, SWIFT, etc.) . - Here you have 2 options:

1. Pay the amount by PayPal or by Bank-Transfer. Use your CAS-nr as reference.  
After receiving the payment DJI will send you the repaired or replaced product.  
The PI will – together with the proof of payment – be a valid documentation for the payment.  
However, if you need a real invoice please ask DJI support to issue one.
2. Contact DJI Service Center [support.eu@dji.com](mailto:support.eu@dji.com) and provide the missing info and proof.  
Ask DJI to requote your Case under Warranty treatment.  
All correspondence will only be between you and DJI – your dealer is not involved.  
If a re-quotation leads to a free Warranty repair, DJI will send you the repaired or replaced product free of charge..  
If Warranty still is denied, you can choose to pay as in pkt. 1.

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

Not reacting or paying the PI within 30 days from 1<sup>st</sup> 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](mailto: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 (4) or PILOT 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.