

For Warranty RMA and DOA on DJI Products:

valid by 12.04.18

Either the end-user or the dealer can send the product for repair or replacement to the DJI European Support Service Center. This will ensure the highest level of efficiency and the shortest possible repair time.

Please register your defect product at DJI support. Follow the [Tutorial for resellers/dealers](#) or [Tutorial for endusers](#). DJI support will reply with a **CAS-Nr**, their shipping address and further instructions for packing and shipping.

NB: see the [DJI Pick-up-label Policy](#) informing who can get a free shipping label.

For status on repair, after DJI has received the product, please follow this link <https://repair.dji.com/en/support/RepairTrace> and put in the **DJI CAS-No.**

For Out-of-Warranty RMA cases

Please contact us on this mail: ff@boston.dk, with a clear problem description and evt. attached pictures/video illustrating the damage or fault. We will reply with a first view evaluation and quotation of a solution.

DJI's Pick-up-label Policy

For all DOA cases:

DJI provides a free pick-up label from dealer in DK, SE, FI, NO

DJI provides a free pick-up label from an end-users address in DK, SE, FI

- if he registers his DOA case online at DJI-repair-site.(*)

For all WARRANTY cases

DJI does NOT provide a free pick-up label for a dealer or reseller.

DJI provides a free pick-up label from an end users address in DK, SE, FI

- if he registers his WARRANTY case online at DJI-repair-site.(*)

DJI does NOT provide a free pick-up label from NORWAY,

- except when the end user has a valid DJI-Care/Refresh/Express case.

All other cases: shipping is on own expense. that means:

BOSTON does NOT provide pick-up-labels in all cases where DJI has to provide a label

BOSTON provides ONLY pick-up-labels for WARRANTY Cases to dealers in Norway.

NB:

1. DOA term is max 15 days after date of purchase (invoice date) or activation date.
2. WARRANTY term is max 2 year after date of purchase (invoice date) or activation date.
3. WARRANTY term for BATTERIES is max 1 year (**for end-users**) after date of purchase or activation date.
4. WARRANTY term for BATTERIES is max 6 months (**for dealers**) after date of purchase or delivery.
5. By sending in your product for repair or replacement, you agree that you have read and accepted the repair terms as stated in the DJI After-Sales Service Policy: <http://www.dji.com/service/policy>
6. (*) DJI online repair request click: [HERE](#)
7. (*) **1st time this link might go to the Chinese page - use following procedure to get to the English page**
 - Step 1: go to the website <https://www.dji.com/>
 - Step 2: go to the bottom of the page, find the Language on the right lower corner, choose "English"
 - Step 3: roll back to the top, click "Support" — choose "Repair Service"
 - Step 4: find the "Online repair request". Then you land on the English version of the "Online Repair" page

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.

In case you have any question regarding this process, please contact us via Mail: rma@boston.dk