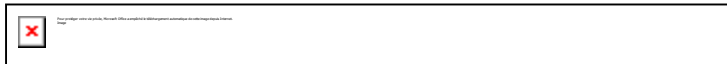


De: DJI <noreply.dji@dji.com>
Envoyé: lundi 21 décembre 2020 09:05
À: cg@chfr.be
Objet: DJI Care Refresh + Service Agreement



DJI Care Refresh + Service Agreement

Agreement No.: 52A6890873D0CE3E

Note: This email is only for sending you this DJI Care series service plan agreement. If you have questions, please contact djicare@dji.com. Thank you for your cooperation.

Thank you for purchasing DJI Care Refresh +. Please note the following information:

1. DJI Care Refresh + is an after-sales service plan provided by DJI that prolongs DJI Care Refresh. DJI Care Refresh + offers accidental replacement service (hereinafter referred to as "replacement service")
2. The coverage period of DJI Care Refresh +'s replacement service is 12 months and starts from 2020/12/23 and ends on 2021/12/22. The replacement service cannot be used in advance.
3. A single DJI product can only bind to DJI Care Refresh + once, so please do not repurchase DJI Care Refresh + for the same product.
4. After using the replacement provided by DJI Care Refresh +, the replacement will automatically bind to the DJI Care Refresh + of the original product. Do not purchase DJI Care Refresh + for your replacement.
5. If your DJI product is returned according to DJI's return policy, you can also apply to return your DJI Care Refresh and then DJI Care Refresh +. If your DJI product has not been returned, then you cannot return DJI Care Refresh +.
6. The serial number of your DJI product is essential for using the replacement service. Please keep the information to yourself. The customer will bear responsibility if they reveal their DJI product serial number to others and it is then misused.

Here are the clauses for DJI Care Refresh +:

A. Accidental Damage Replacement Service

Accidental damage replacement service is provided by SZ DJI Technology Co., Ltd. or its designated affiliated companies (hereinafter referred to as "DJI"). DJI promises to provide replacement products if damage occurs accidentally under normal use to the aircraft and/or designated gimbal and camera within the period of validity.

Name	OSMO MOBILE 3
Phone Number	+32 470 68 20 88
Email	cg@chfr.be
Product Model	Osmo Mobile 3
Aircraft Serial Number	354KGA90104K9N
Gimbal Serial Number	354KGA90104K9N
Replacement Times	1 Time

Replacement Fee	EUR 9
Period of Validity	12 months, 2020/12/23 to 2021/12/22
Check Available Replacements	https://repair.dji.com/cn/djicare/coverage

*Data may not be updated in time due to the server. If you find the available replacements information is not consistent with the actual number of remaining replacements, please wait for one to two working days and then check again. If you have any other questions, please contact DJI Support.

I. Clauses

1. The replacement service is valid for 12 months, starts from 2020/12/23 and ends on 2021/12/22. The replacement service cannot be used in advance. If your product is damaged due to user errors or accidents, you can use the replacement service at an additional cost within the period of validity.
2. The replacement service is only available in the country or region that you chose when you purchased DJI Care Refresh +.
3. One replacement time is deducted after a replacement is used. The replacement will automatically bind to the DJI Care Refresh + service of the original product and uses the warranty period of the original product.
4. Replacement Coverage
 - 1) For the Mavic series, the aircraft, gimbal, camera, propellers, and battery can be replaced.
 - 2) For the Osmo series, the camera (including the camera frame) and battery can be replaced.
 - 3) For the Ronin series, the gimbal mechanics and grip (including battery) can be replaced.
 - 4) For the Phantom series, the aircraft, gimbal, camera, and propellers can be replaced.
5. The replacement units are in new or equivalent to new in performance and reliability. Your original product will be reclaimed by DJI and serve as proof of replacement service. DJI will not analyze the accident data when replacing your damaged product.
6. DJI Care Refresh + offers one replacement. If you have used the replacement service, DJI shall be considered to have fully executed the DJI Care Refresh + service, and the replacement service will then be terminated.
7. The scenarios listed below are not covered by DJI Care Refresh +'s replacement service:
 - 1) The date when you apply for the replacement is not within the period of validity of your replacement service.
 - 2) The corresponding parts have not been shipped out within seven natural days after the Online Service case is submitted. Or, the corresponding parts have not been shipped out within three days after the Express case is submitted.
 - 3) The replacement service has been used.
 - 4) The part is not covered by the replacement service.
 - 5) Damage caused by using your DJI product together with a non-DJI product or third-party accessory/software that is not authorized by DJI.
 - 6) Some or all of the parts that are covered by the replacement service are lost.
 - 7) Some or all of the parts that are covered by the replacement service have been stolen, looted, or discarded.
 - 8) Damage caused by flights in unsuitable conditions.
 - 9) The product is damaged deliberately.
 - 10) The product is damaged directly or indirectly by natural disaster, war, military action, riot, coup, treason, terrorist activities, etc.
 - 11) Technical enhancements or performance improvements for your product provided at an extra fee.
 - 12) Damage caused by modifications that are not in accordance with DJI official instructions.

II. Repair/Replacement Process

1. If damage that is within the coverage occurs, you can go to <http://www.dji.com/service/repair> to submit a repair or replacement request.
 - 1) If you choose Online Service, please send your product to the location designated by DJI following the instructions on the website. After DJI determines the damage, you can choose between replacement service and paid repair service.
 - 2) If you choose Express service, DJI will ship out your replacement immediately upon receiving your damaged product.

Note: the availability of this service might vary by country or region. Please contact DJI Support to check if the service is available in your region.

2. Please send back the corresponding parts, following the agreement when applying for the replacement service. Sending back a functioning battery is not recommended. DJI has the right to ask you to send back the corresponding parts or refuse your replacement request if you do not send back the corresponding parts following the requirements listed above.

III. Replacement Fee

1. Replacement fee: An additional replacement fee needs to be paid for using the replacement service. Please see the table above for the replacement fee.

2. Logistics Fee and Other Fees

1) The replacement service is only available in the country or region (hereinafter referred to as "service area") that matches the version you chose when you purchased DJI Care Refresh +. DJI pays for two-way shipping fees generated in the service area.

2) If you use the replacement service in a non-service area, then DJI pays for two-way shipping fees generated in the service area, and you shall pay for the shipping fee, tax, and other fees generated by transregional transportation that are not specified in this agreement. DJI has the right to refuse to provide replacement service if the above conditions are not met.

3) Please do not send back parts or products such as the remote controller, the battery in the combo, the battery that is purchased separately, other DJI accessories, or third-party accessories that are not covered by DJI Care Refresh +. The customers shall pay for the fees generated by sending back the parts mentioned above.

B. Personal Information Protection

1. Before applying for the service, please go to the DJI after-sales policy page <https://www.dji.com/policy> and read the DJI Privacy Policy. Once you apply for replacement service, it is indicated that you have read, understood, and agreed to this Policy, and agree that your name, email, address, phone number, and fax number will be provided to DJI so that DJI can contact you, confirm your information, and offer the replacement service.

2. Please back up your personal information before shipping out the product. If you apply for the replacement service, then it is indicated that you agree that DJI will delete all data that has been automatically saved in your product.

3. Please do not send back the microSD card if you apply for the replacement service. DJI is not responsible for lost microSD card information or damage if the microSD card is sent back.

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