

DJI Care Agras Terms of Service

Please pay special attention to the following terms of service which detail the coverage of DJI Care Agras and provide related precautions.

DJI Care Agras is created to protect DJI Agras drones (supported products model: T20) and give you peace of mind. DJI Care Agras is provided by DJI Baiwang Technology Co. Ltd. (hereinafter "we" or "DJI"), and it can only be bound with DJI Agras drones purchased from a DJI authorized dealer. To make sure that you can enjoy the rights under DJI Care Agras, the version of DJI Care Agras you use must be the within the same area in which you purchased your DJI Agras drone, and a proof of purchase may need to be provided. Otherwise, DJI Care Agras cannot be used.

For services covered by DJI Care Agras, these terms of service shall prevail.

I Coverage

While the service plan is within its validity period, DJI Care Agras covers damage caused by dropping or collision due to an unintentional operation error or accident during normal use.

DJI Care Agras provides a "Basic Coverage Amount" and an "Easily Worn Parts Coverage Amount". The Basic Coverage Amount is used for aircraft body repair except for easily worn parts*, batteries, the remote controller, charger, generator and optional accessories, while the Easily Worn Parts Coverage Amount is used for repair of easily worn parts.

For the damages of the drone covered by the DJI Care Agras, the repair fees (including material fees and labor fees) will be deducted from the coverage amount of the DJI Care Agras.

* Supplementary explanation on the easily worn parts list of DJI Care Agras:

1. There is an easily worn parts list of DJI Care Agras, and if the component in the list is damaged, the repair fee will be deducted from the Easily Worn Parts Coverage Amount and the exceeded fee will be covered by the customer.
2. Easily Worn Parts list:
Easily Worn PartS of T20: Propellers, Propeller Adapter (including motor shell), Spraying Lance Module (including sprinkler and hose), Spray Tank Module, and Landing Gear Module (including landing gear supporting rod)
3. The easily worn parts list may be adjusted based on the actual situation, please pay attention to the terms of service updated on the DJI official website.

II Exclusions of DJI Care Agras

The scenarios listed below are not covered by DJI Care Agras:

- 1) The validity period of DJI Care Agras bound to the user's DJI Agras drone has ended.
- 2) The Basic Coverage Amount and Easily Worn Parts Coverage Amount of DJI Care Agras bound to the user's DJI Agras drone have been used up for repairs.
- 3) Any loss caused by using DJI Agras drone to engage in any non-agricultural plant protection operations.
- 4) Any intentional damage or loss.
- 5) Failure to provide or refuse to provide flight data for the corresponding accident.

- 6) The serial number of the Agras drone sent back to the DJI official designated repair center is inconsistent with the aircraft's serial number provided for repair.
- 7) Personal injury and/or property loss to the customer or any other people caused by customer operations of the DJI Agras drone.
- 8) Indirect loss and/or anticipated profit in any form.
- 9) Any parts of the aircraft body or standard accessories that are lost will not be covered.
- 10) The DJI Agras drone has been stolen, looted, or discarded.
- 11) Damage to the DJI Agras drone caused by violation of drone airworthiness requirements or flights in unsuitable conditions.
- 12) Direct or indirect loss caused by natural disaster, war, military action, riot, coup, terrorist activities, etc.
- 13) Technical enhancements or performance improvements for DJI Agras drone provided at an extra fee.
- 14) Any litigation, arbitration and/or any other legal fees relating to DJI Care Agras.
- 15) Damage caused by circuit modification not in accordance with the user manual's recommendations or improper operation of battery packs, chargers, and other supporting devices.
- 16) Amage caused by using your DJI Agras drone together with a third-party accessory, battery, or software that is not authorized by DJI.
- 17) Repair fees and damage caused by non-DJI device mounted to the DJI Agras drone.
- 18) DJI Agras remote controller, remote controller dongle and SIM, battery (including battery socket), charger, battery charging hub, and other optional accessories.
- 19) Natural wear or damages that did not influence the DJI Agras drone's performance.
- 20) Circumstances of the termination of DJI Care Agras specified in these terms of service.

DJI will determine whether the damage is within the coverage of DJI Care Agras based on DJI's investigation conclusion.

III Period of Validity

The validity period of DJI Care Agras will start from 0:00 on the effective date, and the validity period is 12 months. The Easily Worn Parts Coverage Amount takes effects with the Basic Coverage Amount together.

IV Coverage Amount

T20: Basic Coverage Amount: \$9300 Easily Worn Parts Coverage Amount: \$700

The coverage amount of DJI Care Agras is used for repair fees (including material fees and labor fees) generated in repair service. In cases where the repair fee exceeds the coverage amount, the extra cost shall be borne by the customer. In the case of the damages of DJI Agras drones are covered by DJI Warranty Repair, Return & Refund, and Replacement policies, DJI will provide repair service accordingly without consuming the coverage amount of DJI Care Agras.

V Repair Process

1. When the DJI Agras drone is damaged within the scope of the coverage, the user should contact the nearest DJI authorized repair center where can provide DJI Care Agras repair services.
2. Then, the customer needs to send the Agras drone to a DJI authorized repair center, including the aircraft body and spraying system (including but not limited to the delivery pump, nozzle, hose, spray tank, flow meter, liquid level meter, delivery pump fixing piece, and radar fixing piece), high-precision micro radar, and other components.
3. When the DJI authorized repair center receives the drone sent by the customer, they will assess the damage and determine the proper repair solution. If the product damage is covered by DJI Care Agras, the repair fees (including material fees and labor fees) will be deducted from the coverage amount of the DJI Care Agras after the user's confirmation.

VI Termination of DJI Care Agras

DJI Care Agras will be automatically terminated in any of the following situations:

1. The validity period of DJI Care Agras bound to the user's DJI Agras drone has ended.
2. The coverage amount of DJI Care Agras bound to the user's DJI Agras drone has been used up for repairs.
3. The DJI Agras drone bound with DJI Care Agras is intentionally damaged by the customer, and related losses and fees will not be covered by DJI.
4. Any fraud is found, and related losses and fees will not be covered by DJI.
5. There is a defrauding of improper benefits through manufacturing accidents, and related losses and fees will not be covered by DJI. In these cases, DJI reserves the right to pursue legal action regarding the user.
6. Circumstances that are not covered by DJI Care Agras specified in other terms or supplementary documents

VII Other Fees

The logistics costs involved in DJI Care Agras cannot be directly deducted from the coverage amount of DJI Care Agras under any circumstances.

VIII Cancellation and Transfer

1. DJI Care Agras cannot be cancelled without DJI's confirmation.
2. DJI Care Agras cannot be transferred and sold under any circumstance.

IX Personal Information Protection

1. Before applying for repair service under DJI Care Agras, please read the DJI Privacy Policy (<https://www.dji.com/policy?from=scio>) carefully. Once you apply for repair service, it is indicated that you have read, understood, and agreed to DJI Privacy Policy, and agree that your personal information will be provided to DJI so that DJI can contact you, confirm your information, and offer

repair service.

2. Please back up your data before shipping out the device. If you apply for repair service, then it is indicated that you agree that DJI will delete all data that has been automatically saved in your device.
3. Please do not send back the microSD card if you apply for repair service. DJI is not responsible for any loss or damage of the microSD card and the data stored in the microSD card if the microSD card is sent back.

X Other Statements

1. DJI has the final right of interpretation of DJI Care Agras and its terms of service.
2. For the terms of service for DJI Care Agras, DJI's official website shall prevail. Changes will not be notified separately. Please pay attention to terms of service updates on DJI's official website.