DJI Warranty Process NZ

WARRANTY PROCESS

**All DJI products have a 12 month Manufacturer’s Warranty**

**DJI Customer Support options  
DJI Helpline New Zealand** – 0800 354 698  
**Helpline hours** - Monday to Friday 11:00 to 19:00 (NZT)  
  
Other support options include live chat and email which can be accessed at the below link:  
<https://www.dji.com/nz/support?site=brandsite&from=nav>

Live chat hours - 1.30pm to 4am NZT  
  
**Green Flight reseller service portal:**

<https://greenflight.co.nz>

All DJI warranty cases are dealt directly with Green Flight based in Auckland.   
Dicker Data do not handle physical returns, assessment or repairs on the units.

Warranty & DOA products must be sent directly from the reseller to Green Flight accompanied by a service form that will be completed online by the reseller as well as printed and included in the box with the return.

**All warranty and DOA returns to Green Flight must come from the reseller and not the end-user.**

DOA Process  
DOA period is 30 calendar days from customer invoice date.

1. **Customer (or reseller on behalf of customer) to call the DJI helpline to determine if the unit is DOA.**  
   NB: if this step is not completed and the unit is not deemed faulty by Green Flight, the end user will be charged a minimum $90 service fee.
2. **Reseller must log a service request case in the Green Flight service portal within the DOA period. Please ensure your store name and contact number/email is entered into the form correctly to ensure you receive service updates.**
3. **Green Flight will respond to the request immediately via email with a case ID number and instructions to return the unit. A pre-paid courier label will be issued within 2hours from email approval (Mon-Fri 9am to 5pm).**
4. **Reseller to book the courier for collection and ensure the unit is packaged up with the below included:**- Courier must be booked to collect within 24hrs of receiving the approval from Green Flight.  
   - Return courier label clearly stuck to the outside of the box.  
   - Service request email printed and included inside the box.  
   -**ALL** original accessories that came with the unit **MUST** be included in the box to return
5. **Green Flight will email the reseller to confirm that the unit is approved or declined for DOA after assessment, this is approximately 4-5 business days from Green Flight receiving the unit.**
   1. ***Approved as DOA***  
      -If the unit is approved as DOA, the reseller can refund or replace the unit for the customer in-store.  
      -The DOA unit will remain with Green Flight.  
      -Reseller processes an RA on Dicker Data for the value of the DOA unit with no physical return, case ID number issued by Green Flight **MUST** be included on the RA request.
   2. ***Declined as DOA***  
      -If the unit is not deemed DOA, the customer will be responsible for payment of a minimum $90 service fee before the unit will be returned to the reseller.

Within 12month Warranty Period Process  
Where the product is found to have a fault outside of the first 30 days but before the 12 month warranty period passes.  
  
There are 3 types of warranty cases:

1. Product fault
2. Battery fault
3. Abnormal flight behaviour - flight log analysis (FLA)

**Product Fault**

1. **Customer (or reseller on behalf of customer) to call the DJI helpline to determine if the unit is faulty.**  
   NB: if this step is not completed and the unit is not deemed faulty by Green Flight, the end user will be charged a minimum $90 service fee.
2. **Reseller must log a service request case in the Green Flight service portal. Please ensure your store name and contact number/email is entered into the form correctly to ensure you receive service updates.**
3. **Green Flight will respond to the request immediately via email with a case ID number and instructions to return the unit. A pre-paid courier label will be issued within 2hours from email approval (Mon-Fri 9am to 5pm).**
4. **Reseller to book the courier for collection and ensure the unit is packaged up with the below included:**-Courier must be booked to collect within 24hrs of receiving the approval from Green Flight.  
   -Return courier label clearly stuck to the outside of the box.  
   -Service request email printed and included inside the box.  
   -**ALL** original accessories that came with the unit **MUST** be included in the box to return  
   -NB: if the fault is with the battery, return the **BATTERY ONLY**
5. **Green Flight will assess the unit and advise if a repair or replacement is needed.**
   1. **Repair:**  
      -Will take 2-4 weeks. Green Flight will contact the reseller to advise once complete. and return via courier to the reseller.   
      -If the fault is with the battery, Green Flight with send a replacement battery.
   2. **Replacement:**  
      -Green flight will contact the reseller to advise if the unit is non-repairable.  
      -Green Flight will keep the unit.  
      -Reseller offers refund or replacement to the customer.  
      -Reseller processes an RA on Dicker Data for the value of the unit with no physical return, case ID number issued by Green Flight **MUST** be included on the RA request

**Drone abnormal flight behaviour fault - flight log analysis (FLA)**Warranty cases which require a flight log analysis due to abnormal flight behaviour.

1. **Customer must contact DJI support directly (not through the reseller) and follow the instructions for DJI to be able to analyse the flight logs. Customer must present this information to DJI directly due to privacy legislation.**   
   - Contact [support@dji.com](mailto:support@dji.com) for instructions on logging the FLA or  
   - Get in contact with DJI via live chat on their website (Link at top of document)
2. **If DJI approve the drone to be returned for further analysis, they will issue a case ID number and the drone will need to be returned to Green Flight via the reseller with the below steps.**
3. **Reseller must log a service request case in the Green Flight service portal with the case ID number issued by DJI. Please ensure your store name and contact number/email is entered into the form correctly to ensure you receive service updates.**
4. **Green Flight will respond to the request immediately via email with a case ID number and instructions to return the unit. A pre-paid courier label will be issued within 2hours from email approval (Mon-Fri 9am to 5pm).**
5. Reseller to book the courier for collection and ensure the unit is packaged up with the below included:  
   - Return courier label clearly stuck to the outside of the box.  
   - Service request email printed and included inside the box.  
   - Return the drone only and the remote control.
6. Green Flight will assess and send the necessary information through to DJI for further assessment. Turnaround time is 3-4 weeks from Green Flight receiving the unit.
7. If DJI approve the fault, a new drone will be sent back for the customer however accessories will not accompany this, the customer will need to use accessories from their existing drone.

# Outside of 12month Warranty Period Process

Once the unit is outside of the 12month warranty period, the customer will need to have the unit assessed for repair and repaired at their own cost. Should the customer chose not to proceed with the repair after the unit has been sent away for assessment and quote provided, there will be a **minimum** service charge of $90 inc GST before the unit is returned.

1. **Reseller must log a service request case in the Green Flight service portal. Please ensure your store name and contact number/email is entered into the form correctly to ensure you receive service updates.**
2. **Green Flight will respond to the request immediately via email with a case ID number and instructions to return the unit. A pre-paid courier label will be issued within 2hours from email approval (Mon-Fri 9am to 5pm).**
3. **Reseller to book the courier for collection and ensure the unit is packaged up with the below included:**- Courier must be booked to collect within 24hrs of receiving the approval from Green Flight.  
   - Return courier label clearly stuck to the outside of the box.  
   - Service request email printed and included inside the box.  
   - **ALL** original accessories that came with the unit **MUST** be included in the box to return
4. Green Flight will assess the unit and advise a quote for repair.
5. ***If the customer wishes to proceed with repair quote:***  
   - Repair will take 2-4 weeks Green Flight will contact the reseller to advise once complete and return via courier to the reseller. The customer will be responsible for payment of all repair and courier costs to Green Flight before the unit is sent back to the reseller.
6. If the customer wishes to NOT proceed with repair quote:  
   - Customer will be responsible for payment of the $90 inc GST minimum service charge to Green Flight before the unit is sent back to the reseller.