



## DJI WARRANTY PROCESS NZ

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

### DJI Customer Support options

**DJI Helpline New Zealand – 0800 003 319**

**Helpline hours – 11AM to 7PM NZST Monday - Sunday**

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

### **iFix NZ reseller service portal:**

[DJI Service Request-iFix Nz](#)

All DJI warranty cases are dealt directly with iFix NZ based in Auckland.

Dicker Data NZ do not handle physical returns, assessment or repairs on the units.

Warranty & DOA products must be sent directly from the reseller to iFix NZ 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 iFix NZ 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.**
2. **Reseller must log a service request case in the iFix NZ 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. **iFix NZ will respond to your request within 24 hours (Mon–Fri, 9 am–5 pm) via email with a case ID number and return instructions. To issue the pre-paid courier label, we require the product's shipping dimensions and weight. Once these details are provided and the request is approved, the courier label will be issued within 24 hours. Please note that any costs incurred due to under-ticketing (incorrect or incomplete shipping details) will be passed on to the retailer.**
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 iFix NZ.  
-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.  
-**DO NOT** include any customer's personal accessories unrelated to the product.
5. **iFix NZ will notify the reseller via email once the unit has been assessed and either approved or declined as DOA. This process typically takes approximately 4–5 business days from the date iFix NZ receives the unit.**  
Please note: this timeframe may be delayed if the retailer does not return all original items supplied with the product. The complete package—including the retail box and all accessories—must be provided for assessment. Any additional shipping costs arising from incomplete or incorrect returns will be the responsibility of the retailer.
  - a. **Approved as DOA**  
-If the unit is approved as DOA, the reseller can refund or replace the unit for the customer in-store, and the DOA unit will remain with iFix NZ.  
-The reseller will be restocked with replacement material rather than processing a return or credit. Replacement stock will be supplied in lieu of the DOA unit.  
Please note that restock lead times may vary and can take approximately three to four weeks to arrive. Once available, the replacement material will be dispatched directly to the reseller's retail store.
  - b. **Declined as DOA**  
If the unit is not deemed DOA, the customer may choose to proceed with the standard warranty service procedure. In such cases, the retailer will be liable for all assessment and shipping costs associated with the claim.



## 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.**
2. **Reseller must log a service request case in the iFix NZ service portal. Please ensure your store name and contact number/email is entered into the form correctly to ensure you receive service updates.**
3. **iFix NZ will respond to your request within 24 hours (Mon–Fri, 9 am–5 pm) via email with a case ID number and return instructions. To issue the pre-paid courier label, we require the product's shipping dimensions and weight. Once these details are provided and the request is approved, the courier label will be issued within 24 hours. Please note that any costs incurred due to under-ticketing (incorrect or incomplete shipping details) will be passed on to the retailer.**
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 iFix NZ.
  - Return courier label clearly stuck to the outside of the box.
  - Service request email printed and included inside the box.
  - Only send the device and the remote. If the fault is related to the battery, it must be included.**
  - Do not send any additional accessories, carry cases, or retail packaging.**
  - NB: if the fault is with the battery, return the BATTERY ONLY**
5. **iFix NZ will assess the unit and advise if a repair or replacement is needed.**
  - a. **Repair:**
    - Will take 2-4 weeks. iFix NZ will contact the reseller to advise once complete. and return via courier to the reseller.
    - If the fault is with the battery, iFix NZ will send a replacement battery.
  - b. **Replacement:**
    - iFix NZ will contact the reseller to advise if the unit is non-repairable.
    - iFix NZ will keep the unit.
    - Reseller offers refund or replacement to the customer.
    - Reseller processes an RA on Dicker Data NZ for the value of the unit with no physical return, case ID number issued by iFix NZ 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 iFix NZ via the reseller with the below steps.
3. Reseller must log a service request case in the iFix NZ 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. iFix NZ will respond to your request within 24 hours (Mon–Fri, 9 am–5 pm) via email with a case ID number and return instructions. To issue the pre-paid courier label, we require the product's shipping dimensions and weight. Once these details are provided and the request is approved, the courier label will be issued within 24 hours. Please note that any costs incurred due to under-ticketing (incorrect or incomplete shipping details) will be passed on to the retailer.
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. iFix NZ will assess and send the necessary information through to DJI for further assessment. Turnaround time is 3-4 weeks from iFix NZ 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 \$55 ex GST service fee for DJI normal drones and handheld devices.

1. **Reseller must log a service request case in the iFix NZ service portal. Please ensure your store name and contact number/email is entered into the form correctly to ensure you receive service updates.**
2. **iFix NZ will respond to requests within 24 hours (Mon–Fri, 9 am–5 pm) via email, providing a case ID number and return instructions.**

The retailer is responsible for shipping the goods to iFix NZ at their expense. This cost may be passed on to the customer at the retailer's discretion.

### **For return shipping**

iFix NZ will invoice the retailer for the applicable courier costs.

### **In the event that a repair is declined**

A minimum service charge of \$55.00 (excl. GST) will apply for the assessment. This charge, along with the relevant return shipping costs, must be paid before the item can be returned to the retailer.

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 iFix NZ.
  - Return courier label clearly stuck to the outside of the box.
  - Service request email printed and included inside the box.
  - Only send the device and the remote. If the fault is related to the battery, it must be included.**
  - Do not send any additional accessories, carry cases, or retail packaging. If such items are received, a holding fee of \$45.00 + GST per case will be charged to cover warehousing storage expenses.**
4. **iFix NZ will assess the unit and advise a quote for repair.**
  - a. ***If the customer wishes to proceed with repair quote:***
    - Repair will take 2-4 weeks iFix NZ 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 iFix NZ before the unit is sent back to the reseller.
  - b. ***If the customer wishes to NOT proceed with repair quote:***

Customer will be responsible for payment of the **minimum** \$55 ex GST service fee for DJI normal drones along with the relevant return shipping costs, must be paid before the item can be returned to the retailer.