

DJI and Australia Consumer Law

This page is provided for consumer information purposes only and is not intended to be a complete or exhaustive summary of the Australian Consumer Law. Further information can be found at [consumerlaw.gov.au](https://www.consumerlaw.gov.au) for DJI products and services.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Rights under the Australian Consumer Law

If you order one of our products in Australia, you have legal rights known as 'consumer guarantees' which apply for a reasonable time from the date of your purchase until the failure becomes apparent and regardless of the manufacturer warranty as provided in this policy. The manufacturer warranty herein applies in addition to the rights you have at law and are not intended to limit, modify or restrict your consumer guarantee rights in any way.

The following clause outlines the principal consumer rights under the consumer guarantee provisions of the Australian Consumer Law.

1. Repair, refund or replacement

When the product or service is not of acceptable quality e.g. it has a manufacturing defect, or is unsafe. Your remedy will depend on whether the failure to be of acceptable quality is major or minor. For minor product failures, the supplier can elect to repair, replace or refund. For major product failures, the consumer can return the product to the supplier and insist on a refund or replacement, or keep the product and ask for compensation for the drop in value caused by the problem.

2. When is a product failure a major failure

- You would not have purchased the product if you had known about the problem.
- The product is significantly different from the description, sample or demonstration model you were shown.
- The product is substantially unfit for its normal purpose and cannot easily be made fit within a reasonable time.
- The product is substantially unfit for a purpose that you told the supplier about, and cannot easily be made fit within a reasonable time.
- The product is unsafe.

3. When is a service failure a major failure

- You would not have engaged the service if you had known the nature and extent of the problem.
- The service does not meet the reasonable expectations for that type of service, and the problem cannot be rectified within a reasonable time.
- You told the supplier that you wanted the service for a specific purpose, which was not fulfilled, and the problem could not be easily rectified within a reasonable time.
- You told the supplier that you wanted a specific result, yet the service and end result failed to meet your specifications and could not be easily rectified within a reasonable time.
- The supply of the service has created an unsafe situation.

4. How long do your rights last

A reasonable period from date of purchase, which will depend on the nature and cost of the product or service.

5. Do you have to pay for this coverage

There is no additional cost for repairs, replacement or refunds.

6. Can DJI limit its obligations or restrict your rights under the Australian Consumer Law

No, unless the product or service you purchase is not of a kind ordinarily acquired for personal, domestic or household use, in which case DJI can limit your remedy by excluding refunds.

Making a claim

Should your product or service be defective, you can choose to make a claim under Australian Consumer Law, the limited express warranty or the optional extended service plans (whichever is applicable). It is your choice whether you contact the supplier of the product or service (which may be DJI), or DJI as the manufacturer of the product.

If you purchased your DJI product in Australia and think you are entitled to a remedy, you can contact DJI, either by email at support@dji.com or the retailer from whom you purchased your DJI product.

Further Information on the Australian Consumer Law

You can find further information on your rights under the ACL by visiting consumerlaw.gov.au.