



DJI Authorised Service Center

SKYLAB INNOVATIONS (M) SDN BHD. - 202401040204 (1586051-T)

Case Number:

Branch Outlet:

Customer Name :

Contact Number :

Address :

Date :

PRODUCT MODEL	SERIAL NUMBER

COMPLAINS

RECEIVED ITEM LIST

DJI Authorised Service Center:

3.43 @ Block C, 10 Boulevard, PJU 6A, Lebuhraya Sprint, Damansara Utama, 47400 Petaling Jaya, Selangor

Contact : 011-2888 1511 (WhatsApp Only)

1 Utama Shopping Centre, LG343A, Lower Ground Floor, Lebuhraya Bandar Utama, Bandar Utama, 47800 Petaling Jaya, Selangor

Contact : 018-788 0280 (WhatsApp Only)

07-71, 7th Floor, Berjaya Times Square, 1, Jln Imbi, Imbi, 55100 Kuala Lumpur, Wilayah Persekutuan Kuala Lumpur.

Contact : 011-2877 8788 (WhatsApp Only)

www.skylabconnect.com



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Case Number:
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- Warranty Coverage:** Warranties only cover DJI products intended for sale and delivered within Malaysia. In-warranty repairs are subject to DJI's terms and conditions as stated on the DJI website, including conditions that may void such warranty.
- Documentation Requirement:** All defective equipment still under warranty must be accompanied by a valid original purchase receipt. Failure to provide this documentation will result in DJI Malaysia after-sales service center (SKYLAB INNOVATIONS (M) SDN BHD) reserving the right to charge for necessary repairs, if applicable.
- Inspection Fee:** If a repair is cancelled or no fault is found in out-of-warranty devices, an inspection fee of RM 100 to RM 200 will be charged. The service center will collect fees for all out-of-warranty cases.
- Accident Case Submission:** If customers submit a case for accident data analysis, DJI's China headquarters will be the sole decision-maker regarding inspection results and approval. The DJI Malaysia after-sales service center has no authority to determine inspection results or approvals. If the inspection reveals that the accident was caused by the pilot/user, the repair will be treated as out-of-warranty. If the customer wishes to retrieve the device without repair, an inspection fee of RM 100.00 will be charged immediately and cannot be waived.
- Parts Price Changes:** If the DJI Malaysia after-sales service center (SKYLAB INNOVATIONS (M) SDN BHD) changes the cost of spare parts, the company reserves the right to make such changes without prior notice. The parts cost will be based on the quotation issued at that time.
- Damaged Parts:** Spare parts damaged during warranty repair will not be returned to the customer under any circumstances.
- Data Loss Disclaimer:** The service center is not responsible for the loss or damage of data, photos, videos, audio files, or other content within devices submitted for repair.
- Additional Accessories:** If customers send unrelated accessories, the company will not be responsible for any damage or loss.
- Paid Repairs and Warranty Claims:** Once a customer agrees to a paid repair, this decision is final. The customer cannot later request warranty coverage for that repair.
- Warranty Period for Repairs (Out-of-Warranty Cases):** SKYLAB INNOVATIONS (M) SDN. BHD. will provide a 30-day warranty period for repairs made to the same defects. However, this warranty does not apply if the defect was caused by mishandling, negligence, or tampering by the customer. No warranty will be provided for other general components after repairs. The right to refuse warranty claims for additional faults unrelated to the repair is reserved.
- Out-of-Warranty Charges:** Charges and scope of work for out-of-warranty cases will be provided upon request for faulty equipment, subject to change from time to time.
- Invoice Issuance:** The DJI after-sales service center will issue a bill or invoice detailing the product prices to the customer after inspection. Repairs will proceed once the customer agrees and makes payment. If the customer wishes to pay after the repair, failure to make payment within 30 days after the repair notification will result in the service center reserving the right to cancel the repair and remove parts without prior notice.
- Shipping and Insurance Costs:** The service center is not responsible for any shipping costs or insurance for damaged products. The service center may charge reasonable shipping or handling fees. For cases requiring return to DJI Headquarters in China, shipment fees must be paid in advance.
- Duties and Taxes for Overseas Shipping:** Any duties, taxes, or customs fees incurred for overseas shipping will be the sole responsibility of the customer. The service center will not be liable for any charges that may arise during the shipping process.
- Third-Party Shipping:** If the customer requests the service center to ship the product via a specific shipping company, the service center will not be responsible for any loss or damage.
- Abandoned Products:** If the DJI Malaysia after-sales service center (SKYLAB INNOVATIONS (M) SDN BHD) notifies the customer and the customer abandons the product for more than 90 days, it will be considered abandoned property. The service center has the authority to sell or dispose of the product as deemed appropriate.



I have read and accepted the agreements, terms, conditions, and various exceptions for using the services of the service center at SKYLAB INNOVATIONS (M) SDN BHD, which may be subject to change without prior notice

COLLECTION USE

Name:

NRIC:

Contact Number:

Date:

Sign:

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