



# Global Technical Support Form

Red Info is required.

## Customer Information & Return Address

## Your RMA:

Company / Name Att:		DJI CAS-nr:	
Shipping Address			
Phone Number		Country	
Email Address			

## Product Information

Model type of DJI product						
Returned Parts	1	2	3	4	5	6
Serie-Nr.						
Purchase Channel	Delivery Date		Order No.			
DJI Care	<input type="checkbox"/> Yes <input type="checkbox"/> No		Issue Date			
VAT-Number (if available)						

## Service information

Choose one and set 'X'

- Repair** (Repair under Warranty – within one year from end user purchase date)
- Exchange** (DOA replacement – within 15 days from end user purchase date)
- Return to Home Failure** (Fly Away within warranty period)

DJI Account	<i>Email address</i>	Sync Flight record	<input type="checkbox"/> Yes
Troubleshooting Date	<i>yyyy/mm/dd</i>	Accurate Time	
<i>Description here</i>			

You can trace repairing status at the following address: <http://www.dji.com/support/repair-trace>

- If you need to return or exchange your DJI product or it failed returning to home, please contact DJI technical support to get a case number before we assist you to process further.
- Please make sure you have already synced the flight record by following the steps below:
  - Connect your mobile device with WIFI or cellular data. Launch your DJI Go App.
  - Click the "aircraft" on the top left
  - Click the "cloud" on the top right, sync one month record and wait until it's 100% completed.
- Please don't send batteries that leak, are swollen or seriously damaged.
- Please don't send your SD card, propellers, remote controller back to us if not asked.
- Please refer to relevant policies if you're returning or exchanging your DJI products. Please make sure you send back all the spares come with the aircraft.