

Dealer Tutorial How to handle a defect DJI product under DOA or Warranty.

Dealers in DK, SE, FI, NO

NB: (pr. 01.03.19)

The quickest way to get the end users product replaced or repaired.

Get the end-user to register and send his defect product to DJI Support Service on his/her own.

Advantage: The replaced or repaired product will be sent directly to the end-users home address.

- 1) Copy the PDF and Forward the DJI-RMA-ENDUSER Guide to the end-user. (find it on the Portal Index site)
- 2) The dealer can help the end-user with the online-registration. (see PDF: Tips and Scenarios to Dealer Guide)
- 3) If necessary the dealer can provide the end-user with packing material.
- 4) Inform the end-user that the parcel can be dropped at any local UPS station (or dealers shop) for pick up.
- 5) From here the whole process will only be a matter between the end-user and DJI support.

If an end-user wants the dealer to send the defect product to DJI

- 1) Follow the DJI-RMA-ENDUSER Guide but log into the DJI/Support/Repair Service site as the ENDUSER. Collect all the information from the end-user as described in the DJI RMA ENDUSER Guide.
- 2) NB: When using the Dealers login, the Dealer will only get a free label from DJI in DOA cases.
NB: For Warranty and OoW cases the dealer has to create a label and pay for the shipping on his own.

DJI Label policy for (EU) DK, SE, FI:

DJI provides ONLY a free shipping label to dealers if a DOA product is still in stock (i.e. not sold or activated yet) DJI (and from now also BOSTON) will NOT provide free shipping labels to dealers in case of a Warranty or DOA product activated or sold to end-users.

If you have more cases you can send them in one batch-package using only one label. But each product has to be bundled with a paper copy of a GTS form with a corresponding CAS-nr. and the SN plus a valid proof of purchase. All CAS-nrs. have to be written outside the package.

Be aware of that some DJI products have to be sent to NUTH, others to BARENDRECHT. Don't mix this up!

Contact

In case you have any questions or further information regarding your repair, please contact the DJI Service Center directly via Mail: support.eu@dji.com Online Support: <http://www.dji.com/support#after> Tel: +31 20 654 5202 Please always use your DJI CAS Nr. as reference in any correspondence with the DJI Service.

In case you have any question regarding this process, please contact us via Mail: rma@boston.dk

NB: Dealers in NORWAY

End-users only need to write **"DEFECT" product and "NO COMMERCIAL VALUE"** outside the package to DJI in NL. But: Norwegian Dealers have to attach a TOLLFAKTURA (*) to the package when sending products to DJI in NL. Find, click, fill out and print TOLLFAKTURA to Nuth or TOLLFAKTURA to Barendrecht from the Portal index site:

(*) To avoid customs clearance issue and the risk of package being returned, please fill out, print and sign attached customs repair declaration form (TOLLFAKTURA).

NB: it has to be attached to the package in a sleeve which can be opened and closed.

Fold the sheet so the terms "DEFECT" product and "NO COMMERCIAL VALUE" are visible from outside.

Label policy for NORWAY:

DJI provides a free shipping label to dealers if a DOA product is still in stock (i.e. not sold or activated yet)

DJI does ONLY provide a free pick-up label to dealers or end users from NORWAY, when the end user has a valid DJI-Care/Express case under WARRANTY.

BOSTON provides free pick-up-labels for WARRANTY Cases – but only to Dealers in Norway. -

After having registered and received the DJI CAS-Nr. forward this Mail to rma@boston.dk and ask for a label.

For all other cases: shipping is on own expense.