

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

## Dealers in DK, SE, FI, NO

NB: (actualized pr. 21.10.19)

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

Get the end-user to register and send his/her 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) Forward the [DJI-RMA-ENDUSER Guide](#) to the end-user.
- 2) The dealer can help the end-user with the online-registration. See (\*\*) & [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-DEALER Guide](#) but log into the DJI/Support/Repair Service site as the END-USER.(\*\*) 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-nr. must be written outside the package.

**Be aware of that DJI Mavic products have to be sent to NUTH, all 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](mailto: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 by Mail: [rma@boston.dk](mailto: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](#) (for Mavic) or [TOLLFAKTURA to Barendrecht](#) (all other products).

(\*) 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](mailto:rma@boston.dk) and ask for a label.

For all other cases: shipping is on own expense.

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**(\*\*) Scenario: when end-user comes to the shop and expects to get a defect product fixed or proceeded for RMA**

The fastest way: the online RMA registering of the DJI product can be done in the shop, right away at the nearest PC and over the [www.dji.com](http://www.dji.com) site. This only takes a few minutes. Use our step-by-step [DJI-RMA-Enduser-guide](#).

Together with the expedient the end-user can tell or type in his/her own log in password, and from there the expedient can continue the registering, getting the answers from the end-user, uploading the proof of purchase, click on a few options to choose, and finally submit the RMA to DJI.

After a few seconds the end-user will receive the confirmation mail from DJI with the CAS-nr. and a link to a free label.

Then ask the end-user (still being present) to forward this mail (or only the CAS-nr. and the link) to the shop, so the label can be printed. This mail does not need to contain any sensitive data except the end-users mail-address.

Now the shop has a label, can send the product to DJI service, and forget the case, since DJI will send the repaired or replaced product directly to the end-users home address.

NB: it still pays to spend 5-10 min for this registration procedure while the end-user is in the shop, instead of writing a receive-confirmation, doing the DJI registration, ask and waiting for a label, and having the end-user to come to the shop for a 2<sup>nd</sup> time to collect the product after repair.

Please tell the end-user about those advantages and he/she probably will cooperate.