

The quickest way to get a DJI product handled as FLY-AWAY under Warranty DEALER Guide

A FLY-AWAY is a loss, crash or damage of a drone caused by a missing or disturbed Radio Control signal to the craft. To handle a FLY-AWAY under warranty DJI needs to analyze the flight-logs to quote if the incident has been due to a HW/SW fault or a pilot error. Therefore syncing the flight logs in the end-users App and DJI account is obligatory.

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 [FLY-AWAY-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 register and send the defect product as FLY-AWAY case to DJI

- 1) Follow the FLY-AWAY-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 [FLY-AWAY-Enduser-Guide](#).
- 2) NB: Providing DJI with additional info will decrease expedition time at DJI-support.
- 3) After successful registering your End-user will get a confirmation mail from DJI with a CAS-nr., their contact information and further instructions / questions.
- 4) From here all communication with DJI will only be a matter between the end-user and DJI support.
- 5) To send the defect product to DJI follow the DJI RMA DEALER Guide.

DJI Label policy for DK, SE, FI:

DJI provides ONLY a free shipping label to end-users and only in accepted Warranty cases registered by the end-user.

Quotation of the FLY-AWAY and PI

After DJI's fly-data-analysis and accept, DJI will repair or replace the product for free and send it directly back to the end-user.

In case the flight data analysis shows no HW/SW disfunctions, DJI assessment team might quote the case OoW (Out of Warranty). In that case the end-user will get a mail from DJI with a reason of OoW and a PI Proforma Invoice for the repair. The end-user can pay this PI by PayPal or Bank-transfer.

After payment DJI will send the repaired product to the end-user.

This quotation mail will also include a way to provide DJI with additional info and contacts to discuss the case.

For status on the case, after DJI has accepted your Fly-Away case, please follow this link <https://repair.dji.com/en/support/RepairTrace> and put in your DJI CAS-No.

Best regards

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