

When asking BOSTON for a free shipping label - Policy and Conditions

NB: Boston provides a free shipping label from Norwegian Dealers to DJI I NL only in DJI Warranty cases. (*)
Or, in cases where DJI refuses to send a free shipping label. (f. ex. if certain regions in Scandinavia are not covered by the DJI free label policies). In those cases:

For requiring a free label from Boston please forward to rma@boston.dk the following:

- 1) The confirmation mail you got from DJI, saying that DJI (for some reason) is not providing a label.
- 2) A copy of the entire confirmation mail you got from DJI after the (online-) registration – with CAS-nr.
- 3) The DJI address to send the product to (by now: Nuth or Barendrecht in Holland)
- 4) **Attach a Proof of Purchase (PoP) as PDF or JPG**.- with the DJI product name (and evt. SN) in the PoP.
- 5) Which part(s) you want to send in: f. ex. Battery only ? or the whole product ?
- 6) The ca. weight in kg and the ca. size in cm of the parcel.
- 7) Your UPS pick-up address: i.e. Your name, address, postnr., city, tlf-nr. and mailaddress –
- if not already included in your signature.

NB: For Norwegian Dealers:

To avoid customs clearance issue and the risk of package being returned, please fill out, print and sign the customs repair declaration form (TOLLFAKTURA). Find it on the Portal index site.

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.

Best regards

Fritz Feichtinger CTO

Drones – Service – Repair - Consulting

BOSTON Distribution A/S

Tlf.: +45 48 10 48 74

Mail: ff@boston.dk

P.S. Just a reminder: For shipping DJI RMA products keep in mind:

If you register a defect product within 14 days from invoice date it is handled as DOA and you, the dealer or end-user, will get a free shipping label from DJI.

After that it is handled as Warranty and (Not the Dealer but) only the END-USER will get a free shipping label from DJI. Therefore, in order to get a free shipping label from DJI, the end-user has to register the defect product online – or you, the dealer can register it with the DJI Account log-in of your end-user.

Please use the [DJI RMA Enduser Guide](#) and see the [DJI RMA Dealer Guide](#) how a dealer can help an enduser to register the case and send the defect product to DJI.

Registering only takes a few minutes and benefits both the dealer and the enduser - saving a lot of time and effort.

(*) DJI Label policy:

DJI provides free shipping labels to all our (DK,SE,FI,NO) dealers but only in DOA cases (not in Warranty cases)

DJI provides free shipping labels to (DK,SE,FI, NO) endusers in all Warranty cases.

BOSTON provides free shipping labels to NORWEGIAN dealers in all Warranty cases.

That means in DK, SE, FI, **Warranty cases have to be registered and sent to DJI by the enduser**

Otherwise shipping is on own expenses.