

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

When does Boston provide a free shipping label ?

- 1) Boston provides a free shipping label from our Norwegian Dealers to DJI I NL but only in DJI Warranty cases. (*)
- 2) In all DJI Warranty-cases to our (DK, SE, FI) dealers, but only 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).
- 3) Application for a free label has to be done before sending the product. Boston will not pay for shipping bills after.
- 4) Each case is validated individually. The product has to be distributed by Boston and be within warranty period.

How to apply for a free label from Boston: please forward to rma@boston.dk the following:

- 1) A copy of the entire confirmation mail you got from DJI after the (online-) registration – incl. CAS-nr.
- 2) The confirmation mail you got from DJI, saying that DJI (for some reason) is not providing a label.
- 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
- 5) SN of the product to be sent in.
- 6) Which part(s) you want to send in: f. ex. Battery only ? or the whole product ?
- 7) The ca. weight in kg and the ca. size of the parcel (LxBxH) in cm.
- 8) 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 (use TOLLFAKTURA for [Nuth](#) or [Barendrecht](#)).
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

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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 replacement and you, the dealer or the 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 (DK,SE,FI, NO) end-users in all DOA and Warranty cases.

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

Otherwise shipping is on own expenses.