

What to do if a DJI RMA Warranty is denied and the repair service has to be paid.

How to ask Boston to prepay a DJI PI

Dealer Guide for Power.no and associated shops

When DJI conclude that the service is payable, Conmodo will send out a copy of the (PI) Proforma Invoice from DJI. This PI contains the DJI CAS-nr., a reason for not granted warranty, a list of spare-parts, labour work and freight for the repair, a total price in EUR. In the bottom of the PI is a link to a DJI site, where Paypal and Banktransfer by IBAN and SWIFT are the only payment options.

The easiest and fastest way is to get your end-user to pay the PI. Try this first. You can use those tutorials. [RMA denied Warranty PI to pay ENDUSER guide](#) or [RMA denied Warranty PI to pay DEALER guide](#)

If the end customer refuses to pay with Paypal or Bank-transfer, or, if the store owns the product and the store has no option to pay the PI by PayPal or Bank-transfer, please apply the following routine:

1. The Power store forward the entire **original PI from DJI** incl. the price estimate – as received from Conmodo - to bogholderi@boston.dk att: Susanne - together with additional information.
NB: in order to make the payment to DJI, it must be possible to click on the blue 'PayPal' button in the PI. Please check this. - NB: A screenshot, jpg or pdf copy of the PI does not include an active link to PayPal.
2. Please copy, paste the following template into your mail to Boston and fill out all requested info.

Your **PO = Service.11XX** the stores **Service-ID - Service nr. XXX-XXXX** the service number from the store
DJI **CAS-xxxxxx-NxNxNx** the DJI CAS-nr. as in the PI

Put **X** into one of the **O**:

- X** The end customer/store accepts the price estimate which is excl. VAT.
- O** The end user refuses to use PayPal and Bank-transfer, or
- O** This product belongs to the store and the store has not the option to use PayPal or Bank-transfer.

Boston is asked to pre-pay DJI PI amount excl. VAT **EUR XX,xx** total amount in EUR excl. VAT as in the PI

Boston invoices this pre-payment to the store: **Power service.XXXX** the stores **Service-ID**

NB. Always include the complete stores ID: = Name, address, postcode, city, country, CVR nr. PoC mail + tlf-nr.

Power Slependen just an example – copy and paste your own store name and address

Service avd. - Nesbruveien 33, NO-1396 Billingstad. PoC (nnnn@power.xx) Tlf. +47nnnnnnnn

3. Boston will pre-pay the price estimate in EUR within 3 Bank-days from the day Boston received the mail with the PI from the store and if all the info mentioned in the template is included.
4. Boston returns the mail to the store with a proof of payment.
5. Boston HQ invoices the store the normal way including the following info
 - a. The Power shops Service-nr. and the shops repair nr - valid as PO or 1st reference nr.
 - b. The CAS-nr. provided by DJI for this repair case, as 2nd reference nr.
 - c. The complete Name and Location (city) of the Shop
 - d. The amount in EUR after exchange and handling fees - at actual exchange rate. Plus VAT

Please also be aware of our following conditions:

NB: BOSTON is offering this solution to POWER shops as a temporary service.

Boston reserves the right to stop this service with 30 days notice in case of BOSTON, POWER or DJI can offer another, better or easier way to get the PI's prepaid.

Also by offering this service, BOSTON only guarantees the pre-paying of the PI for your POWER associated shop within three bank-days after receiving the PI and only if all necessary information is provided by mail.

Boston will not take any responsibility for possible delays, wrong shipments, missing or incomplete customs-papers, wrong or insufficient repairs, missing or wrong deliveries, damage or loss of the returned DJI product.

Using this service BOSTON assumes that these conditions are accepted by the involved Stores and POWER HQ.

Thanks in advance & Best regards

Fritz Feichtinger CTO - BOSTON Distribution A/S Lucernemarken 9 – DK 3520 Farum