

Important reminder for registering and handling of DJI RMA cases when using the DJI DealerSystem

To avoid pending or delays of handling RMA products at DJI service :

Log into your account on <https://dealersystem.dji.com/en/Home/Login> and in the left Case Management Menu click on

Replacements:

Only if your case is a DOA replacement. i.e. proof of purchase or product activation not older than 14 days.

Repair / Shipping Registration:

If it is a Warranty case. i.e. proof of purchase or product activation not older than 2 years
Or if it is a OoW case.

Only fill out the Dealer Information and check if all the filled out data belong to You the Dealer

Leave the Customer Information blank.

Don't expect DJI will send the repaired or replaced product to others but to the address in the Dealer Information.

NB: When registering the product, to be 100% sure:

- 1) Always scan or copy the SN on the sticker ON the product – not the SN on the emballage or invoice, when registering it in the DS.
The product might – in a former case - have been swapped to an other one with a different SN.
- 2) Always print out the registration confirmation side and check if both the CAS-nr. and the products SN are on the same print.
Otherwise if necessary, manually write the CAS-nr on the printed side.
- 3) Always put this RMA form paper-print with the CAS-nr and the SN, problem description, etc. attached to and together with the product **INSIDE** the parcel.
- 4) Always write the CAS-nr outside the parcel, if not already written on the label as reference nr.
- 5) After having sent the product to DJI, Always check the Case status on <https://repair.dji.com/en/support/RepairTrace>

Check if the product has been registered as received by DJI. It should be there after max 5 days.
Otherwise react and contact DJI service for investigation.

Thanks in advance - Best regards

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