RYZE Tello Aftersales Policies for RMA - DOA – Warranty – Out-of-Warranty

Thanks for reaching Ryze!
We are glad to know that you are one of our distributors in Northern Europe. In regard to your inquiry on what are the steps whenever a customer of yours or the product that you sold is DOA, needs a warranty repair or a repair past the warranty period, please see the responses below;

Through Dealer Platform

1. You can directly create a case by filling out the fields in the DJI DealerSystem. Once those fields have been filled out and submitted, expect another email will be sent to you containing further instructions and confirming the CASe number that will be provided - and including the address where the drone has to be sent. Please be reminded that a CAS number is only created in the DJI DealerSystem platform, while sending us an email will only provide you a ticket number.

If you do not have yet access to the DJI DealerSystem, you can approach or send an email to your account representative to enroll for an access.

Through support@ryzerobotics.com

For DOA or Warranty Repair
Please send us an email at the above mentioned email address by filling-out the following details and the required document(s). All of the fields marked * are required:

-* Your Full Name:
-* Your Company Name:
-* Company Full Address
   (**we do not accept any PO Box Address)   (**Please include your postal or ZIP code and Country):
-* Email Address:
-* Phone Number (**Include the phone area code):
-* Product:
-* Product Serial Number
   (**can be found printed in the drone's battery compartment and on the Tello drone's box)
-* Fault / Issue:
-* Steps done prior contacting Ryze Support or submitting a case:
-* Date of Accident or when the issue started:
-* Proof of Purchase of the battery – (**if not yet sold to the customer)
-* Copy of the receipt issued to the customer – (**if already sold to the customer)
-* VAT Number:

Once filled out, send it back to us as a response to our support email address. Please expect that our support team may be asking you a few more details as there are customers who thought that their product has issues, but only mis-operate the product instead - like charging and mobile phone device compatibility. You can check the list of compatible devices at https://www.ryzerobotics.com/tello/downloads. You can also advice your customers to contact us first for troubleshooting steps at https://www.ryzerobotics.com/support for live chat or send us an email at support@ryzerobotics.com.

If the drone needs to undergo a warranty repair, the approval still depends on the issue.
Please see the below clauses for warranty repair;

Warranty Repair Policy: Please see https://www.ryzerobotics.com/support/service-policies

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You can request Warranty Repair Service where:

1. The product under warranty has a manufacturing defect.
2. A valid proof-of-purchase or receipt is provided.

If it is detected that the product meets the warranty repair service, diagnosis and material fees, and labor costs will be covered by Ryze.

This policy does not cover the following:

1. Crashes or damage caused by non-manufacturing factors, including but not limited to, pilot errors.
2. Damage caused by improper installation, incorrect use, or operation not in accordance with official instructions or manuals.
3. Damage caused by unauthorized modification, disassembly, repair, or shell opening not in accordance with official instructions or manuals.
4. A legal proof of purchase, receipt or invoice is not provided or is reasonably believed to have been forged or tampered with.
5. Damage is caused to the product by uncontrollable external factors, including earthquake, fire, floods, lightning strikes, or transportation accident.
6. Proof of damage during transit issued by the carrier cannot be provided, and the package was not rejected during sign for.
7. The product is out of warranty.
8. Product labels, serial numbers, waterproof marks, etc. show signs of tampering or alteration.
9. Any fault or damage of the product is caused by non-manufacturing factors, unauthorized use or modification of the product, including exposure to moisture, entry of foreign bodies (water, oil, sand, etc.) or improper installation or operation not in accordance with official instructions or manuals.
10. A product is not delivered to Ryze within seven calendar days after Warranty Repair Service confirmation is sent from Ryze.

Your areas of coverage are the countries of: Denmark - Sweden - Norway - Finland

All of these countries are under our The Netherlands facility which has their deliver address below. But please be reminded that *a case must be created first before sending the drone for repair as there will be further instructions to be sent still*. Once a drone was sent without creating a case, it can cause delays in repairing the drone.

RYZE ROBOTICS
Bijdorp-Oost 6, NL 2992 LA, Barendrecht, The Netherlands
Attn: Ryze NL Receiving

For Out of warranty repair, your customer must create a request by filling out the details on https://repair.ryzerobotics.com/repair/index. A case will also be created after submitting the details and a following email will also be sent with further instructions.

FLY-AWAY. If your customer has reported that their drone has flown away, advice them to contact us through email as there are some details that we will be asked from them.

In the event that you still have questions or details that needs clarifications, feel free to contact us.

Best Regards,
Dylan - RYZE Customer Support

Online Support: https://www.ryzerobotics.com/support   Email: support@ryzerobotics.com