

## Technical AfterSales Service and RMA procedures for FEIYUTECH products – Dealer guide

For all Scandinavia / Nordics the closest Service Center is in Hamburg / Germany. Here the fastest way to fix.

**For technical problems please try first to ask for a solution by e-mail. - In urgent cases you can call.**

### Feiyutech Technical/Service after sales:

Tlf.: +49 7248 2008688 Monday-Friday 9:00am-17:00pm (UTC/GMT+1)

E-mail: [service@epotronic.de](mailto:service@epotronic.de)

### If you have to send in the product for repair or replacement.

You can also collect and send more defect (only FEIYUTECH) products in the same shipment.

Please send first an e-mail and then ship the complete defect product(s) directly to

### Foto Rüdiger Maerz GmbH - att: Feiyutech Service

Süderstrasze 75A (Eingang Haus 77)

DE 20097 Hamburg - Germany

Web: [www.fotomaerz.de](http://www.fotomaerz.de)

E-mail: [infohamburg@fotomaerz.de](mailto:infohamburg@fotomaerz.de)

Tlf.: +49 40 7314077

### NB: Always Including in the mail:

1. Your RMA ref. nr. – or batch nr.
2. Your Stores name, Contact person, E-mail and Tlf-nr.
3. Your return address.

For each product:

4. The defect Product name(s) + SN (Series Numbers)
5. Proof of purchase as attached PDF-copy.
6. Fault description in English or German.

### NB: Always Including in the shipment:

1. ONLY the defect FEIYUTECH Product(s) – if possible in original box. **Do NOT send any other brand products !**
2. The E-mail and the Proof of purchase as paper copy attached to each product.

### Foto Maerz will confirm by e-mail the receiving of the product and a few days later a quotation of the repair.

No credit will be given. DOA will be replaced, Warranty RMA will be repaired/refurbished and returned for free.

All other RMA will be quoted and noticed for payment.



### NB: Dealers from Norway

To avoid customs clearance issue and the risk of package being returned, please fill out, print and sign attached customs repair declaration form ([TOLLFAKTURA](#)).

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

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