

## RMA procedures for Brands distributed by Boston - Overview

Boston keeps the right to change content without notice. Actualized: 11.12.2020

For Websupport and Service-Tlf-nr./Mail of our Brands visit the Boston/SUPPORT page on <http://www.boston.dk/?id=9&c=RMA-/-Support>

Brand	RMA application & registration	Free Label by	Send RMA product to	Action and Status of handling
DJI All products	Let the END-USER register online on <a href="http://www.dji.com">www.dji.com</a> > Support > Online-Repair-Request > + Login to end-user account. Use our step-by-step: <a href="#">Tutorial for End-user</a> - <a href="#">Tutorial for Dealer</a> See more info, tips and tutorials on our <a href="#">DJI Service Portal</a>	DJI to end-user (only DOA & Warranty)  DJI to dealer (only DOA)	Follow the provided instructions from DJI  DJI in Nuth/NL (Mavic series only)  DJI in Barendrecht/NL (all other DJI products)	DOA: DJI replaces FoC Warranty: DJI repairs or replaces FoC Out of warranty: DJI sends Invoice to pay All RMA are returned to end-users home address  Status of Case procedure: <a href="https://repair.dji.com/en/support/RepairTrace">https://repair.dji.com/en/support/RepairTrace</a> (type in the RMA / CAS-nr)
YUNEEC	a) Go to <a href="#">Link to RMA document</a> Follow instructions, fill out and send to <a href="mailto:eucs@yuneec.com">eucs@yuneec.com</a> - or b) by our <a href="#">webshop</a> see (*) and (**)	YUNEEC  Boston + Yuneec	YUNEEC in Kaltenbach/DE	YUNEEC repairs or replaces All RMA are returned to end-users home address Ask <a href="mailto:eucs@yuneec.com">eucs@yuneec.com</a>
PowerVision	Go to EU PowerVision Support Center <a href="https://support.eu.powervision.me/support/solutions/19000044763">https://support.eu.powervision.me/support/solutions/19000044763</a> choose & follow	PowerVision	Follow the provided instructions	PowerVision repairs or replaces product All RMA are returned to end-users home address Tlf.: +45 89887167
TOMTOM	Go to <a href="https://www.tomtom.com/en_gb/">https://www.tomtom.com/en_gb/</a> choose <i>your</i> language at bottom of website > Support > Repairs & Spare parts > follow		DOA > send to Boston in DK Warranty > send to TomTom Follow online instructions	DOA > Credit by Boston Warranty > Rep/Replacements returned to end-user by TomTom
PARROT	Apply RMA via our webshop (*) <a href="http://www.bostonnordic.com/login.aspx">http://www.bostonnordic.com/login.aspx</a> Wait for our reply with a R-nr.(16nnnnn)		After receiving our R-nr. ship to HQ <b>BOSTON Distribution A/S</b> Lucernemarken 9 DK 3520 Farum Denmark Att: (our RMA nr) R-16nnnnn	Boston replaces the product to Dealer or credits
RYZE - Tello ZEROTECH Dobby				Boston repairs or replaces defect parts to Dealer Ask <a href="mailto:rma@boston.dk">rma@boston.dk</a>
HUBSAN WALKERA				Boston repairs or replaces the product or credits
Insta Feiyutech Ubtech Creative Steelseries				Boston repairs or replaces the product or credits
Aftershokz Sony Roccat Tracked				Boston credits

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**(\*) How to apply for a RMA order at Boston.**

- 1) Log into your account on <http://www.bostonnordic.com/login.aspx>
- 2) Choose RMA in the green Top-menu-bar > Opret/Tilføj til RMA-Ansøgning
- 3) Fill out one of the prompted fields to get a list of your product(s)
- 4) Fill in the number of (the same) product you want to get a RMA-nr. for.
- 5) Click on the green '+' button. This will add your product to the RMA-basket.
- 6) NB: Don't mix the products, only use ONE order for the same type of product.
- 7) When finished choose RMA-kurv (RMA-basket) in the right Menu-column
- 8) Fill out all 3 required fields for each product.
- 9) Click 'Opdater denne' (actualize) for each product or 'Fjern vare' (remove)
- 10) Click 'Opdater alle' and 'Fortsæt til Checkout' – you proceed to the next site
- 11) Check Faktura adresse (Invoice address) and fill out if needed – Click 'Fortsæt' (Continue)
- 12) Check Afsender adresse (Sender address) and fill out if different – Click 'Fortsæt'
- 13) Next site shows your registered product(s) after your Afsender adresse . Click 'Placer nu' (Submit)
- 14) Website confirms: 'Din RMA ansøgning er sendt til Boston Distribution...'
- 15) Check your mail for confirmation.
- 16) After handling your request we send you a mail with our RMA order nr. within 1-2 lab. days
- 17) **All individual products must have attached a hard copy of the failure description in block letters in English, along with a copy of the end user receipt. Without these two documents, we cannot process the RMA, and might return it for completion before we can proceed.**
- 18) Write this RMA order nr. outside the package or on the label when sending the product to us.

(\*\*)

If the shops can ensure to register all info in the Logiq system including model, serial number etc. then we can do the registration at Yuneec and email them the freight label and documents for shipping to the repair shop in Germany. Yuneec will pay the return cost, so there is no cost for the shop at all.

Questions reg. those procedures ? Contact **Fritz Feichtinger CTO - BOSTON Distribution A/S**  
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