**Customer Information**

|  |  |  |
| --- | --- | --- |
| Company/ Name |  | **\*Case / RMA No.:** |
| Shipping Address |  |
| Phone number |  | Country |  |
| Email Address |  |

**Product Information**

|  |  |
| --- | --- |
| Model type of DJI product |  |
| Return Parts | 1 | 2 | 3 | 4 | 5 | 6 |
|
| SN |  |
| Purchase Channel | Delivery Date | Order No. |
|  |  |  |
| DJI Care | **□**Yes **□** No | Issue Date |  |

**Service information □Repair □Exchange □Return to Home Failure**  □*Refund（DJI Online store only）*

|  |  |  |  |
| --- | --- | --- | --- |
| DJI Account | *Email address* | Sync Flight record | **□**Yes  |
| Troubleshooting Date | *yyyy/mm/dd* | Accurate Time  |  |
| Description of troubleshooting & Emergency recovery attempts:*Examples:**1. The gimble is abnormal after a firmware update.**2. The aircraft was heading towards a dangerous environment, so the pilot executed a combination stick command (CSC), leading to a rough landing.* |

※You can tract repairing status at the following address: <http://www.dji.com/support/repair-trace>

*1. If you need to return or exchange your DJI product or it failed returning to home, please contact DJI technical support to get a case number before we assist you to process further.*

*2. Please make sure you have already synced the flight record by following the steps below:*

*Connect your mobile device with WIFI or cellular data. Launch your DJI Go App.*

*Click the “aircraft” on the top left*

*Click the “cloud” on the top right, sync one month record and wait until it’s 100% completed.*

*3. Please don’t send batteries that leak, are swollen or seriously damaged.*

*4. Please don’t send your SD card, propellers, remote controller back to us if not asked.*

*5. Please refer to relevant policies if you’re returning or exchanging your DJI products. Please make sure you send back all the spares come with the aircraft.*