**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 Source | Delivery Date | Order No. |
|  |  |  |
| DJI Care | **□**Yes **□** No | Issue Date |  |
| OSMO Shield  | **□**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* | Date of Incident | *yyyy/mm/dd* |
| Description of troubleshooting & Emergency recovery attempts:*Examples:**1. The gimbal is abnormal after a firmware update.**2. The aircraft was heading towards a dangerous environment, so the pilot executed a combination stick command (CSC)* |

※You can find the current status of your repair at the following address: <http://www.dji.com/support/repair-trace>

*1. If you need to return or exchange your DJI product or the unit was lost and cannot be recovered, please contact DJI technical support to get a case number and specific instructions.*

*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 all records and wait until it’s 100% completed.*

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

*4. Please don’t send your SD card, propellers or 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 spare parts and originally accessories that came with the aircraft.*