

DRONEFLY

805.480.4033 | support@dronefly.com

Dronefly.com
19850 Nordhoff Pl.
Chatsworth, CA 91311

Thank you for choosing Dronefly for your drone repair. Please fill out this form and include it in the box with your drone.

Please note: We do not repair water damaged or flyaway units. If your aircraft falls in this category and you have already purchased a repair service, please contact us before shipping.

NAME: _____

ORDER #: _____ **PHONE #:** _____

EMAIL: _____

Short description of issue: _____

Request any additional parts to be shipped along with repair: _____

Our goal is to provide you and your drone with expert service while getting you back in the air as fast as possible.

Excluding cameras/gimbals, most Mavic and Phantom repairs can be completed with less than \$175 in parts. In order to expedite your repair, we request a pre-approval in this amount. If the cost of necessary parts is less than \$175, you will only be charged the lesser amount for the parts used.

If the cost of necessary parts is greater than \$175, a repair technician will contact you to discuss and approve before proceeding with the repair.

EXAMPLE: if the parts required for your repair amount to \$110, our technicians will repair your aircraft and send an invoice for the \$110 cost for parts.

If the parts required for your repair amount to \$200, a technician will reach out to discuss the repair further before replacing any parts.

WHAT'S NEXT? Please ship your aircraft and remote controller only to the address listed above and include your order number on the outside of the box. We will send you an email to inform you that we have received your package, and will email again either when the repair is complete or to discuss the options for repair.

I acknowledge that I should not include propellers, batteries, or any other accessories with my repair, and

acknowledge that Dronefly is not liable for any additional items beyond aircraft and remote controller that are shipped with my repair.

I also approve up to \$175 budget for repair parts without being contacted by a technician.

SIGNATURE: _____

Thank you,
Dronefly Service Department