

Guidelines for DJI EU Return Parcels

Preparation on return parcels

1.1 What should/should not be sent

- Please **DO NOT** send any damaged, swollen or leaking batteries to DJI for repair/replacement. If such batteries are sent, the customer will be held directly responsible for any accident occurring during shipment. If DJI receives a damaged or swollen battery it will not be sent back to the customer for danger of an accident occurring during transport.
- Please **DO NOT** ship any Non-DJI equipment, such as third-party accessories, third-party cases, SD cards, or third-party transmitters. If you choose to send in any of these items, you acknowledge that DJI is not liable for any of these products and that we are unable to test your DJI products with any third-party equipment. The products will not be compensated if it is lost during delivery or repair process.
- Please kindly **REMOVE** the previous label/repair form or other items which no longer apply for the latest case.
- Taking a clear picture of all items sent in the package before shipping is highly recommended.

1.2 Some important notes on packing Products:

- **DO NOT ONLY** use the original packaging for shipping, always use a proper over box when return goods. For DJI products, we advise to use original packing and a rigid box with flaps intact outside.
- Please kindly **REMOVE** the previous stickers on the box if you reuse the box.
- Please always use a solid box and strong tape, please **DO NOT** use an envelope to ship back goods.
- Please kindly be noted below when you sending the package:
 1. Take photos of all the items in the package before shipping
 2. Photos of the package appearance;
 3. Photos showing the weight of the package
 4. The evidence of drop-off at Logistics' store

The above evidence must be well preserved as the evidence that may be needed in the future (with photo date). If you have any questions, please contact DJI Support.

Packaging example:

