



Dronefly.com | 19850 Nordhoff Place, Chatsworth, CA 91311

805.480.4033 | Contact@dronefly.com

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

NAME: _____

ORDER #: _____ PHONE #: _____

EMAIL: _____

SHORT DESCRIPTION OF ISSUE: (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 your repair.)

Request any additional parts to be shipped along with repair and included on invoice:

You have the option to pre-approve parts up to a certain amount. If the parts total is less than the approved amount, our technicians will simply send you an invoice when the repair is complete.

No Thanks \$100 \$200 \$300 Other _____

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 when we have a diagnosis and approximate cost of parts for repair.

I acknowledge that I should not include propellers, batteries, or any other accessories with my repair. I also acknowledge that Dronefly is not liable for any additional items beyond aircraft and remote controller that are shipped with my repair.

SIGNATURE: _____ DATE: _____

Thank you,
Dronefly Service Dept.



DRONEFLY REPAIR PROCESS:

1. Package your drone and remote controller in a standard shipping box (not provided).

NOTE: Please do not ship any batteries, propellers, chargers or other accessories. Dronefly is not responsible for any accessories shipped along with repair.

2. Ship the package to:
Dronefly Repairs [YOUR ORDER NUMBER HERE]
19850 Nordhoff Place
Chatsworth, CA 91311
3. We will send you a confirmation email once we have received your package and it has been checked into the repair queue.
4. There is a roughly one week queue to get a full diagnosis. Our techs will email you when the diagnosis is complete to let you know what parts are necessary for your repair.
5. Once the technicians receive a response to their diagnosis email approving the necessary parts, it is *usually* a day or two to get the physical repair started. Repairs are usually completed within a day or two of physical repair start.
NOTE: If you pre-approved an amount for parts and the necessary parts do not exceed that amount, the technicians will begin physical repair immediately (provided necessary parts are in stock) and send invoice for payment when repair is complete.
6. When your repair is completed, the technicians will email an invoice to pay the balance due.
7. Once payment for parts has been received, we will pack it up and ship it out.
8. Please inspect and test your aircraft on arrival. Any claims must be made within 7 days of receiving repair from Dronefly.

-
- All aircraft are updated, calibrated, and test flown before repair is considered complete.
 - Shipping via UPS ground is included in repair service* in the contiguous 48 States. Shipping in large case may result in additional shipping charges.
 - Please give us a call or email if you have any further questions or concerns.
805.480.4033
contact@dronefly.com
 - Queue times vary based on availability of parts as well as number of incoming repairs.

*Shipping not included for Matrice 600 Repairs

Thank you,
Dronefly Service Dept.