

DRONE REPAIR ORDER FORM



IMPORTANT! Please complete this form, pack it with your device and send it to our drone repair center located in Des Moines. Once received, we will contact you to confirm receipt and collect credit card information. If "Need Estimate" is marked, a technician will provide a repair estimate. Your credit card will be charged upon completion of the repair. Minimum bench fee: \$125.

CAUTION: Regulations differ when shipping batteries by air, water or the USPS. Please work with your shipper to ensure you are meeting all federal and state regulations and guidelines. Swollen, leaking or damaged cells will not be serviced or returned and a recycling fee will be charged to the customer. Batteries must be shipped in accordance with federal laws.

6280 NE 14th St.
Des Moines, IA 50313
P (515) 289-2746
F (515) 289-2754
ht@agexpress.com

BILL TO

Name

Address

City

State

Zip

Country

Contact Name

Contact Phone

Contact Email

Purchase Order #

SHIP TO

Check if Same as Bill To

Name

Phone

Address

City

State

Zip

Country

UNIT INFORMATION

In Warranty? Yes No Need Estimate

If estimate is equal to or less than _____, please proceed with repair.

Unit Type

Model

Serial #

Symptoms/
Issues

Special
Instructions

RETURN SHIPPING

Carrier: Fed Ex UPS

Shipping Method: Ground 2-Day Air Next Day Air
Int'l Ground Int'l Expedited

Use Shipping Account # (Handling charges still apply)
Important: Address must match UPS account address

Pick Up at Location • Repaired items must be picked up within five (5) business days of notification.
• Items not picked up will be shipped to the "Ship To" address, with applicable shipping charges billed to the card on file.

PLEASE ENCLOSE WITH UNIT

REPAIR SERVICE WARRANTY POLICY: Ag Express Electronics, Inc. (Ag Express) warrants to its Repair Service customer, if any part replaced by Ag Express during servicing/repair proves to be defective in material or workmanship within one year from the date of return shipping back to customer after repair, Ag Express will (at our option) either replace or repair said part. The part must be returned to Ag Express within 30 days after discovering such defect to receive coverage under this warranty. This warranty does not apply to damage resulting from misuse, neglect, accident, or improper installation or maintenance, or if the product fails due to another failure mode. If said part substantially fulfills the performance specifications, it will not be considered defective. Ag Express shall not warrant nor be responsible for repairs or attempted repairs performed by anyone other than authorized Ag Express personnel. Ag Express does not reimburse for service calls, time, labor, or travel. In no case shall Ag Express be liable for any incidental, special, consequential, or similar damages. The customer is responsible for shipping charges when returning an item for warranty repair. Ag Express will cover the return shipping after the warranty repair is completed, provided it is UPS ground shipping. THIS FOREGOING WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES OF MERCHANTABILITY, FITNESS FOR PURPOSE, AND OF ANY OTHER TYPE, WHETHER EXPRESS OR IMPLIED. Ag Express neither assumes nor authorizes anyone to assume for it any other obligation or liability in connection with said parts and will not be liable for consequential damages. By agreeing to repair/service of product, the customer accepts these terms and warranty.

ATTENTION!

This graphic must be placed on the outside of the shipping box if batteries are being submitted for repair.

