

# INTERNATIONAL DRONE REPAIR ORDER FORM



**IMPORTANT!** Please complete this form, pack it with your device and send it to one of our locations. A valid email and phone number are required to process your order and provide status updates. Indicate your preferred payment method (Check, ACH, or Credit Card). If "Need Estimate" is marked, a technician will provide a repair estimate. Your credit card will be charged upon completion of the repair. \$125.

**ATTENTION!** For all non-US shipments, your carrier/broker must:

1. Declare the reason for export as "Repair and Return" on all customs/commercial documents and use HS/HTS code 9801.00.1012 (or broker-approved equivalent).
2. Bill all inbound duties, taxes, and brokerage fees to you (the shipper)
3. Note that Ag Express will return repaired items with duties and taxes set to Bill Receiver; any applicable charges on the return will be billed to you as the importer of record.

Failure to follow these steps may result in additional duties, taxes, and fees, charged to you by your carrier or customs authority.

**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.

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

<b>BILL TO</b>		Preferred Payment Method: <input type="checkbox"/> Check <input type="checkbox"/> ACH <input type="checkbox"/> Credit Card		
Name		City		
Address		Postal Code		
Territory/Province		Country		
Contact Name		Contact Phone		
Contact Email		Purchase Order #		

<b>SHIP TO</b>		<input type="checkbox"/> Check if Same as Bill To		
Name		Phone		
Address		City		
Territory/Province		Postal Code		
		Country		

<b>UNIT INFORMATION</b>		In Warranty?		Yes	No	Need Estimate	
		If estimate is equal to or less than		, please proceed with repair.			
Is it DJI?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Model:	<input type="checkbox"/> T30	<input type="checkbox"/> T40	<input type="checkbox"/> T50	Serial # (Last 5 Digits)	
Symptoms/ Issues							
Error Codes (If Applicable)							

<b>RETURN SHIPPING</b>		Carrier:		Shipping Method:	
		<input type="checkbox"/> UPS (default)	<input type="checkbox"/> Fed Ex	<input type="checkbox"/> Int'l Ground (default)	<input type="checkbox"/> Int'l Expedited
\$500 Return Shipping Insurance		Yes (default)		No	Custom Amount \$ <input type="text"/>
<small>Actual insurance cost will be added to return shipping charge based on carrier rates.</small>					USD <input type="text"/>
Use Shipping Account # (Handling charges still apply)			<b>Important: Address must match UPS account address</b>		

## 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.**

