



Service Center Repair Request

Step 1: Complete ALL fields on the Drone Works Repair Form

- Complete all fields on the Drone Works Service Center Repair Request form.
- Scan (or take a photo) of the completed form and email it to: cs@drone-works.com or FAX the completed form to: 850-898-1158. No cover sheet is needed.

Step 2: Pack Your Drone or Device

- Securely pack your drone or device.
- Do NOT include remote controllers, batteries or any accessories unless instructed to do so by Drone Works. Remove any SD cards in aircraft.
- ***Drone Works is NOT responsible for the return of any remote controllers, batteries, accessories or SD Cards that Drone-Works did not request to be included in the repair shipment.***
- Ensure the Repair ID# is clearly visible on the outside of the package or on the shipping label.

Step 3: Ship Your Package to:

NOTE: REPAIR ID IS THE LAST 6 of the UNIT SERIAL NUMBER

**Drone Works Service Center
Repair ID# LAST 6 of Serial Number
4123 Lamson Av
Spring Hill, FL 34608**

It is highly recommended that you insure your shipment. Drone Works is not responsible for your drone or device during shipping to the Drone Works Repair Center.

Be sure to write the Repair ID# on the label or package. Packages without a Repair ID# will be refused by the Drone Works Repair Center.

Repair estimates will be sent to the customer by email. If repairs are declined, minimum evaluation and return shipping fees will apply:

Consumer Drones & Devices: Evaluation and return shipping: \$69

Commercial & Enterprise Drones & Devices: Evaluation and return shipping: \$99



Repair Ticket# **(LAST 6 of Serial Number)**: _____ Date: _____

Customer Name: _____

Address: _____

City/State/Zip: _____

Phone#: _____ Email: _____

Drone or Device Model: _____

Explain in detail what issue you are currently experiencing:

Any additional information we should know:
