

RETURN FOR REPAIR SHIPPING GUIDELINES

version 8 – Canada



PACKING



No batteries in shipment

- ✓ Do not send any lithium eBee / albris / camera batteries
- ✓ If a battery is damaged, visit a recycling center for proper disposal



Cardboard boxes are preferred for eBee-series shipments

There is no particular need for the original drone hard case.
Please protect the contents sufficiently, especially exposed areas (antennas, etc).

Please ship Quadcopters packed inside their original hard case

To prevent damage during shipping, please always ship the Quadcopter body, modem, and RC controller inside the original drone hard case.



No need to send all accessories

If your drone is to be repaired, just send the drone body with its propeller(s), the USB ground modem, and the manual remote controller (eBee X excluded from the remote controller).

Additionally, please feel free to include any damaged items, except batteries.

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LOGISTICS



All Carriers Are Accepted During Standard Business Hours

Make sure to protect the contents well, especially exposed areas (antennas etc...).

Signature On Delivery Is Recommended

This is for you to be able to file a claim with the carrier in case of damages or loss.

Most Shipping Costs Are Not Covered By senseFly (ABC)

Only outbound shipping is covered by senseFly if the goods are under warranty. Please refer to the user manual or your senseFly representative for additional information.

REPAIR INFORMATION

ABC Customer Service & Satisfaction strives to complete repairs along the following timeline:

- ✓ Warranty - completion within 10 business days following reception by ABC.
- ✓ Non-warranty (invoiced) - a quotation will be generated and shared within 5 business days following reception at ABC. Upon client approval of the quotation, repairs will be completed within the following 10 business days.

Please note that most repairs require in-flight testing in order to calibrate and validate a number of hardware components. If in-flight testing for a repair will be delayed due to weather restrictions (excessive wind, rain, snow, etc.) ABC will take care to provide a notification of the delay.

To provide for most efficient service to your drone, please keep all communication during the repair process via email on your support case as applicable. Kindly refrain from calling ABC or senseFly directly to inquire about your repair status.

Diagnostic Service Fees

In the case that a repair quotation is not accepted, the senseFly product may be returned to the customer in an unrepared state upon payment of a \$200 flat rate diagnostics fee plus the cost of return shipping.

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version 8 – USA/Canada

Date:

S/N:

RMA:

RMA INFORMATION

Please complete the following steps when preparing your shipment

1. Place the following REQUIRED items in the shipment:

- eBee-series or Quadcopter central body
- Ground modem
Remote controller (for all drones *EXCEPT* eBee X)
- Other damaged accessories (wings/camera/etc.)

DO NOT INCLUDE ANY LIPO BATTERIES

2. Customers provide a paper or digital copy of your Transport Canada UAS registration certificate. Include the attached Repair Request Form with signature.

Your senseFly product cannot be calibrated or tested in-flight without a valid copy of the TC Certificate of Aircraft Registration and signature on the repair request. This may be transmitted digitally via the open support case related to this RMA or a paper copy may be included in the package shipped to our service station.

3. Ship to the below address:

Ag Business & Crop Inc.
1-131 Frank Lambier Crt.
Palmerston, NOG 2P0
(519)-343-5454 ext. 111

4. Please specify a preferred return address in the space below. Include company/contact name, address, email, and phone number. Print this form and include it within the shipment.

INSPECTION AND REPAIR REQUEST

THIS INSPECTION AND REPAIR REQUEST is made by the Customer named below (referred to as CUSTOMER, YOU and YOUR) to Ag Business & Crop Inc. (referred to as ABC, WE, US, and OUR) (this “Request”). This Request is to be completed by you and forwarded to support@agbusiness.ca and included with the equipment sent to us by you for inspection and/or repair pursuant to this Request (the “Repair Equipment”).

Flight date:	
Product SN #:	
Other SN # (if applicable):	
Operating hours:	
Customer (Company):	
Address:	
Contact person:	
Email address:	

Flight Location:	
Mission Attitude:	eMotion ver.:
Overlap Long:	Lat:
Weather Temp:	cloud %
FL beginning battery %:	End battery %:
eMotion ver.	Payload vers.:
Problem description: (attach screen shot, photo, etc.)	
Test/ actions already performed:	
If available historical data, logs, etc. (description by Log file)	

Please ship:

- UAV main body with canopy for camera and battery
- USB modem with antenna
- RC Controller

Please note if other items are shipped with drone:

- 1.
- 2.
- 3.
- 4.

VERY IMPORTANT! Please do not ship any batteries. We are unable to return them due to strict shipping regulations. If you are shipping batteries for warranty purposes, label the shipment with a “Lithium battery” sticker on the outside of the shipping box and ship by ground only. To protect the Repair Equipment, we recommend shipping the Repair Equipment in the original box(es)/crate(s) and ensure that it is well protected.

Shipping Date:

Shipping Address:
Ag Business & Crop Inc
131 Frank Lambier Court - Unit 1
Palmerston, ON N0G 2P0
Email Notification: support@agbusiness.ca

TERMS AND CONDITIONS OF INSPECTION & REPAIR REQUEST

1. REGISTRATION OF REPAIR EQUIPMENT

You acknowledge that the Repair Equipment, where applicable, is registered in your name pursuant to the requirements under the *Canadian Aviation Regulations* (the “CARs”).

2. USE OF THE EQUIPMENT

You hereby authorize ABC to operate the Repair Equipment to the extent necessary to repair the Repair Equipment, including

to aerially operate the Repair Equipment for the purpose of calibration and testing.

20. GOVERNING LAW

You acknowledge and agree that this Request shall be governed by and construed in accordance with the laws of the Province of Ontario and the federal laws of Canada applicable therein. The courts in the jurisdiction closest to ABC’s head office address shall be competent for disputes arising from, or in connection with, this Request.

In executing this Request, you acknowledge receipt of, you have read, and understand, and agree to abide by, the attached Terms and Conditions, and hereby affirm that you are authorized to execute this Agreement.

Dated this ____ day of _____, 20____.

Authorized Signature/Name/Title