

# RETURN FOR REPAIR

## SHIPPING GUIDELINES

version 8 - Canada

### PACKING

#### **Please ship Quadcopters packed inside their original hard case**

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

#### **No need to send all accessories**

Please feel free to include any damaged items, except batteries.

### 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.

### 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 directly to inquire about your repair status.

#### **Diagnostic Service Fees**

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

# RETURN FOR REPAIR

## SHIPPING GUIDELINES

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:**

- Remote controller
- Other damaged accessories (camera, etc)
- (One battery and charger, if requested by support)

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

Your 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, ON N0G 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**

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### 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](mailto: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”).

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

<b>Flight Location:</b>	
<b>Mission Attitude:</b>	
<b>Overlap            Long:</b>	
<b>Weather            Temp:</b>	
<b>FL beginning battery %:</b>	<b>End battery %:</b>
	<b>Payload vers.:</b>

**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
- RC Controller
- Charger and Battery

**Please note if other items are shipped with drone:**

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

**VERY IMPORTANT!** If you are shipping batteries, label the shipment with a “Lithium battery” sticker on the outside of the shipping box and ship by ground only. Please refer to the Transport Canada guidelines: <https://tc.canada.ca/en/dangerous-goods/transporting-batteries>

**Shipping Date:**

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