RETURN MERCHANDISE AUTHORIZATION (RMA) INSTRUCTIONS

WARRANTY & REFUND PROCEDURES

❶ Please contact Teal Drones Technical Support Team by calling us at (385) 281-8415 or emailing us at SUPPORT@TEALDRONES.COM. We are often able to solve the problem quickly via email or phone call.

❷ If our Technical Support Team determines that your problem qualifies for a refund or is covered by our warranty, you will be issued a Return Merchandise Authorization (RMA) number.

❸ You will then receive an email from the Teal Drones Technical Support Team with the RMA number and a pre-paid FedEx return shipping label.

❹ Make sure to save any content or information you wish to keep from your product's memory card and erase any data before carefully packaging the product.

❺ Attach the pre-paid return shipping label to the outside of the shipping box and write the RMA number on the outside of the shipping box.

❻ Ship the product to the address provided by the Teal Drones Technical Support Team. Turn-around time is usually 7 business days, unless an expedited option is specified. **Please do not hand-deliver your product to the address provided, even if you are local. Our locations do not receive visitors.**

RETURN PROCEDURES & COSTS

You agree to pack the Product that you are returning carefully and return it to us together with the RMA. The returned Product must be in the original package and free of any defect or damage caused by shipping.

WARRANTY RETURNS

If we determine to repair or replace your product under our warranty, we will pay the return costs for ground shipping. If we reasonably determine that the product you returned is not defective, we will contact you and will arrange for reshipment to you at your cost, plus a handling fee equal to fifteen (15%) of the product purchase price. If you decline to pre-pay such shipping and handling costs, we are under no obligation to return such non-defective product to you.

OTHER RETURNS

If you decide to return your product(s) for a refund, you will be charged the return costs for ground shipping in the form of a deduction from your refund amount.

MISCELLANEOUS

All products that are returned to us become our property. We are not responsible for any memory card, content or information stored in any product you return to us, whether under warranty or not.

TEAL DRONES TECHNICAL SUPPORT

For further information or to submit an RMA, please contact us.

TEALDRONES.COM/SUPPORT **(385) 281-8415** **SUPPORT@TEALDRONES.COM**

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