From: info@dronemybusiness.co.uk
To: "DJI Support"
Subject: RE: [DJI Support] : RE RE: CAS-4601400-J5N6B8
Date: 21 July 2020 16:21:00
Importance: High

Can I please have a satisfactory answer to this please.

Kind regards

Paul

Paul Deeman
t: 01980 - 676857
m: 07880 - 701342

www.dronemybusiness.co.uk

From: info@dronemybusiness.co.uk <info@dronemybusiness.co.uk>
Sent: 17 July 2020 12:06
To: "DJI Support" <support@dji.com>
Subject: RE: [DJI Support] : RE RE: CAS-4601400-J5N6B8
Importance: High

Dear DJI support,

I must say I am deeply disappointed by your response to this. I have purchased the following DJI Kit:

- Mavic 2 zoom
- Mavic 2 pro
- Phantom 4
- Phantom 4 pro
- Phantom 4 pro 2
- Phantom 4 pro RTK
- Inspire 2
- and the humble Tello.

I also own 2 Osmo gimbles and the Osmo action camera. As you can see, I am an ambassador for your hardware products, (but perhaps not your software products). I have invested heavily in your product line, so perhaps you could understand my disappointment at your response to my request for a shipping label. For me, it's not the cost, and don't think it should matter to a multi million pound operation like DJI either, but it's the convenience and the added value of simply printing out a preformed shipping label, sticking it on the container and sending it off. It is a system that worked very well. Interestingly in the past, when I've had to return damaged items to the repair centre, I have always used this process whether the item has been in either the care or refresh care program. So, could I please have a pre-printed label to return my drone for repair, for a fault not caused through any action of my own.

Thanks

Kind regards

Paul

Paul Deeman
t: 01980 - 676857
m: 07880 - 701342

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From: Paolo (DJI Support) <support@dji.com>
Sent: 17 July 2020 06:51
To: Paul Deeman <info@dronemybusiness.co.uk>
Subject: [DJI Support] : RE RE: CAS-4601400-J5N6B8

- Please type your reply above this line -##

Your request (#2911615) has been updated, please reply the email below.

Paolo (DJI Support)

Jul 17, 2020, 1:50 PM GMT+8

Dear Paul,

Thank you for contacting DJI Technical Support.

Upon checking your concern, I regret to inform you that only the customers who are using DJI Care or DJI Care Refresh will receive a shipping label.

With this, we request you to please ship your unit to the following address by yourself. All costs generated during shipping will be covered by you. With this, please send your unit to our office:

DJI Europe Bv.
RMA Department
Bijdorp-Oost 6
2992 LA Barendrecht
The Netherlands

Thank you for your kind understanding and have a great day!

Thank you choosing DJI.

Best regards,

Paolo

DJI Technical Support

Website: http://www.dji.com/support
YouTube: http://s.dji.com/DJI-Tutorials

Paul Deeman

Jul 14, 2020, 6:17 PM GMT+8

This is a follow-up to your previous request #2903102 "CAS-4601400-J5N6B8"

Hi guys,

I'm still waiting for my shipment label/printout.

I'm also a little puzzled why a I have to cover the cost of shipping a defective item back to a repair centre when it's pretty obvious the fault lies in the equipment. Investigation has revealed that others have suffered similar problems.

As it stands, I'm sitting on a useless (risky to fly) expensive piece of kit that's integral to my business.

Can someone please explain what's going on

Kind regards

Paul

Paul Deeman

t: 01980 - 676857

m: 07880 - 701342

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Attachment(s)
image001.jpg

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