

Camzilla Technical Support Form

Customer Information: *If you are sending items to us please fill out fields marked by an asterisk. (See item 6 below)*

Date received:		<i>Preferred service? * Normal: \$120p/h Priority: \$240p/h Priority service gives you the fastest turnaround time possible.</i>
*Name:		Booked in by:
*Contact No.:		
*Address:		
	<i>*Preferred return option: In-store pick-up / Regular Post / Express Post</i>	
*Email:		
*DJI login:		*Password:

Product Details

*Product:	*Purchase source:				
Purchase invoice no.:	*Warranty claim: Yes / No		Purchase date:		
Item	Qty:	Serial number / Description	Item	Qty:	Serial number / Description
Craft:			Gimbal lock:		
R/C:			Cables:		
Props:			Camera/Lenses:		
Batteries:			SD card:		
Case:			Other:		

***Job description:**

Terms of service:

1. Due to the potential for corrosion occurring over long-term, no warranty is offered on repaired items that were subjected to water.
2. Repairs are backed by Camzilla's 90 day warranty, effective from the invoice date.
3. Repair warranty is limited to the specific work that has been carried out, and warranty is void if the craft is crashed or otherwise damaged due to operator error.
4. Supplied quote is limited to the components which were visible at the time of initial inspection. Additional defective parts may be identified during repair process and will attract an additional charge. In this event, Camzilla technicians will contact you prior to proceeding with the repair.
5. Items not collected after 30 days will attract a storage charge of \$10 per day.
6. Camzilla is not responsible for any accessories (i.e. batteries, SD cards, propellers, cables, etc.) that are supplied unless we specifically request them.
7. Unless prior arrangement has been made, items not collected within 60 days will be sold to recover incurred costs.

By signing below, you agree to the above terms of service and that the above list of items received is complete.

* <u>Signature:</u>	Invoice number:	Assessment fee paid?
Completed repair cost: \$	Amount owing: \$	Amount: \$ Method:

Technician Log

Technician:	Assessment started:
<u>Initial assessment:</u>	
Estimated repair cost: \$	

Parts used:

Item	Qty	Item	Qty

<u>Work undertaken:</u>		
RMA number:		Date requested:
Date sent:	Quoted DJI repair cost: \$	Date returned:

Work completed:

Completion date:	Time taken:	Priority rate? <input type="checkbox"/>
Customer contacted:		

Ongoing damage or faults: