



Sustainable Solutions for Efficient Environments

MTIDrones.com | (518) 450-7292 | Repair@mtidrones.com

### Repair Ticket

Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Return Address: \_\_\_\_\_

Description of damage/malfunction:

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**Mailing Address:** MTI Drones Repair Center. (4 Chelsea Place, Clifton Park, NY 12065)

We are sorry to hear about your damaged aircraft. To get your aircraft back in the sky as quickly as possible, upon receiving your drone, one of our certified DJI Repair Technicians will immediately provide an email containing photographs of the items as they were received, as well as, a quote for the estimated labor and parts necessary to get your aircraft back in the sky. Our professional diagnostic process is only \$39.

To move forward with repairs, you will be required to sign and return the quote, prepay for any parts and labor required for the repair, as well as, return shipping fees. Our labor will be charged at a rate of only \$75/hour. If you choose not to have the repair performed, you will only be responsible for the \$39 diagnostic and return shipping fees. The initial quote provided during our diagnostic may not cover all costs of the repair, as additional damaged parts may be discovered throughout the repair process. If the equipment is left with an outstanding payment for more than 30 days, the client will be charged an additional \$100 storage fee. Equipment with an outstanding balance and unpaid storage fee will become the property of Mechanical Testing Inc. after 15 business days without the option of returning to the customer.

MTI Drones is not responsible for any additional damages that may be sustained during the shipping process. We only repair DJI Drones and their flight controllers and do not repair equipment that has sustained water damage. **When packaging your drone for repairs, please ensure that along with the aircraft, the flight controller, battery, charger and all damaged parts are included.** We can not begin the diagnostic until all of the necessary equipment has been received. An MTI Drones representative will send you a confirmation email of completion including tracking number to return address.

I Acknowledge the above terms and agreements.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Don't want to get your drone repaired? Ask us about our trade-in program!**

