Repair Application Form

Basic information

Order information	Store name:		Order Number:	
	Customer name:		Purchasing date:	
Shipping Address: *Detailed address is needed!*	Street address:			
	City:		State:	
	Postal zip code:			
Phone number:			Country:	
Email Address:				
Return/Repair Parts:	*Included parts for the repair shop (for example FC, VTC, etc)*			
Tracking No.	*Tracking number for the shipment to the repair shop*			
iFlight Care	☐ Yes ☐ No			

Service information   ☐ **Repair**   ☐ **Exchange**   ☐ **Return**   ☐ **R*efund***

Needs to be confirmed with iFlight before shipment

Ticket No:	*Please open a ticket on our Freshdesk (transparency reasons)*
Troubleshooting Date	*When did you first approach iFlight with your problem? yyyy/mm/dd*
Description of troubleshooting: *Examples:* *1. The flight controller cannot connect to Betaflight after a firmware update.* *2. The BNF drone can't arm, hot motors, burned smell, etc.*	

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iFlight USA Technical Support

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iFlight Europe Repair Shop

Patrick Klimek

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8111 Gratwein

Austria

Phone number: +43 681 20421204

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Email: service@iflight-rc.eu

1. If you need to return or exchange your iFlight product please contact our iFlight customer support to confirm the processing: https://iflightrc.freshdesk.com/support/tickets/new.
2. Please make sure you have already read and understood our return and repair policy here:
https://shop.iflight-rc.com/index.php?route=information/information&information_id=11
3. Activated drones or opened packages will not be accepted as return!
4. Please make sure and confirm with our iFlight support in advance if we are able to repair or need to do a complete replacement (for example water damage, fire etc)
5. Please make sure you send back all the spare parts and original accessories that came with the order.