

## RDM Drone Repair Information

Thank you for requesting information about having your drone repaired. You can send in the following list of items:

- **The Drone**
- **Remote** – Dual remote drones will need both remotes
- **1 Battery**
- **1 Set of Props Only**

**\*\* If you are sending in a Phantom 4, we will also need a charger for your battery.**

**\*\*\* Please DO NOT send any Accessories or SD CARDS \*\*\***

*Please Do include a description of the problem you are having with your drone along with your full contact information on the credit card form attached to this email to this address:*

### **RDM**

**Attn: Drone Repair Dept.  
1120 Jupiter RD., Suite 190  
Plano, TX 75074  
972-702-8388**

### **What will this cost?**

- \$29.99 Diagnostic Fee (\$32.46 w/Tax in the state of TX) – nonrefundable.
- \$99/hour Labor
- Parts and return shipping are additional - you may send a return label with your drone. If you send a return label, please note this on your order form so that we may use it.

You will need to have the diagnostic fee paid prior to your drone being assessed, so you can send the attached Credit Card form in with the drone. If you are hesitant to mail your CC information with your drone, just call **Rebecca at 972-702-8388** to provide your information over the phone.

**Do still send in the order form with all other information filled out on it please.**

### **How long will my repair take?**

Turn time for your diagnostic, will be 1-3 business days.

A full break down of costs, labor hours, and projected completion date for your repair will be given to you at this time and must be approved to proceed with the repair.

Let us know if you have any additional questions - [Rebecca@RDMdrones.com](mailto:Rebecca@RDMdrones.com) 972-702-8388