

Return form

(Please send back the completed form together with the product itself and your proof of purchase)



Globe Flight GmbH
Borsigstrasse 9
93092 Barbing
Germany

Phone: +49 9401 / 949 88 - 88
Fax: +49 9401 / 949 88 - 89
E-mail: support@globe-flight.de

Customer number:

First name, last name:

Street:

Zip code, city:

Country:

E-mail:

Phone (daytime):

Returned item

Item name and reason of return or error description:

Repair (please fill in if you require this service)

- The repair should be made without a cost estimate if the costs do not exceed the following amount (excluding postage and handling): €
- Please make an exchange offer for a new product on special conditions (the "old" product will remain at Globe Flight)

Desired payment method

- Bank transfer (in advance) PayPal

In case the purchased product does not meet your expectations despite all our efforts, please let us know the error below as soon as possible (within 14 days of receipt of delivery).

A detailed problem description is very important for processing your case rapidly!

Please fully prepay the postage for the shipment; We won't accept any unfranked parcels.

We grant a 24-month-warranty for our products. The warranty does not cover damage caused by external effects (improper use, dropping damage, forcefully opening the device, etc).

Please read the manual first to understand how to use the product and to avoid unnecessary cost and product returns. If you encounter any problems, please contact us first instead of directly returning a product. Most problems can easily be solved via phone or email. Please also note that we won't be able to handle returns without return form within proper time.

If the returned product is without failure or the error results from improper use, inadequate maintenance, operation with wrong settings, negligence, extraneous variables or normal wear we will have to charge our service.

Batteries with >100Wh (e.g. DJI TB48) may not be returned with regular postal service!

If such battery needs to be returned to Globe Flight, the parcel must be officially declared as hazardous goods or it must be returned via your dealer who is part of our retailer network! Of course you can also simply bring the battery to our headquarter in person or ask for further instructions by phone.

If the returned product is out of warranty, feel free to ask for the estimated repair costs. If you don't want to make use of our repair service, we will have to charge a handling fee of 35 EUR + shipping.

I hereby confirm that I have read, understood and acknowledged the above service conditions:

Date, name