

# Return Folder

## UAV Ship Back Guidelines

Dear Customer,

This Return Folder contains a set of guidelines, forms and labels **that will help you return safely your UAV to Flyability**. This can be required for Maintenance or repair or end of lease.

Please read carefully and strictly follow our process. This is the best and smoothest way to meet all requirements including regulations/custom clearance you might be liable for.

Would you have any questions or need assistance, please don't hesitate to contact your Flyability Support Agent at [support@flyability.com](mailto:support@flyability.com).

Sincerely yours,

Flyability Professional Service Team

### Folder Content

- *Return Form* (x1)
- *Proforma Invoice* for return to be completed (x1)
- *Seco Certificate* (x 2)
- *Lithium Batteries Shipping Form* to be completed (x1)
- Shock watch label (x1)
- Security seal (x1)
- Sticky labels printed with "Documents Enclosed" to include shipping documents.

# Please follow the steps below

## 1 Beware of Dangerous Goods Regulations for Lithium Batteries

As a shipper, you (personally) and your company are responsible for meeting those regulations. You could be held liable for not meeting those.



- Do not ship any Lipo batteries that are used for the Elios Robot.
- Beware that the tablet and Remote Control have Lipo batteries contained in equipment. Therefore,
  - Do not ship any broken tablet.
  - Make sure that the Tablet and Remote Controller have a state of charge below 30%. Discharge them accordingly if necessary.
- Read the *Lithium Batteries Shipping Form* contained in this Folder

## 2 Fill in the Return Form

- The *Return Form* is designed to indicate us what products you are shipping back to Flyability. It indicates as well damages on our UAV.
- Please fill this form carefully. This will give us all the information we need and will help us in the receiving process.

## 3 Prepare the return documentation that will be provided to the freight company

- Complete the provided *Proforma Invoice*. Fill in all red boxes, make 2 copies and sign the 3.
- Complete the *Lithium Batteries Shipping Form* contained in this folder. Fill in all red boxes, make 1 copy and sign the 2.
- Gather the *Seco Certificates* (2 copies) contained in this folder

⇒ Include all these documents into the sticky label "Documents Enclosed" located on a side of the box. If the existing label is in poor condition, please remove and use the spare one provided in this folder.

## 4 Prepare your Elios for shipping



- Your Elios Box was provided with a Shock Check Patch stuck on the outside. Check if this one is still White. If not, this folder contains a spare Shock Check Patch. Make sure to remove the damaged one and to replace with this spare one.
- Remove the Dangerous Goods sticky label for Lithium Batteries that is showing on one side of the Box.
- Place all the items listed on your *Return Form* table carefully into the box.
- Place the *Return Form* into the Elios Box
- Close the Box and apply the security seal (yellow tie provided).



## 5 Arrange the shipment

- Contact your preferred shipping company to organize the pick-up according to your schedule.
- Insure the goods as necessary (we recommend to insure Ad-valorem as per the *Proforma Invoice*).
- Comply with any further documentary requirements the transport company may have (shipping labels...)
- Once goods have been picked-up, please communicate tracking#: proceed [my.flyability.com](https://my.flyability.com) / Submit a request / topic of request: return of goods.

**THANK YOU!**