

Nano After-Sales Service Process

Warranty:

Warranty will not apply if Product fails or is damaged after delivery to you due to human factors such as, accident, abuse or misuse.

Repair Process:

1. Customers have to provide DFRobot After-Sales with detailed description of the problem and defective product photo. (The photo should display clear product number, see example below.)
2. DFRobot After-Sales contact with the origin Factory in America to get RMA after-sales confirmation, and then feedback the after-sales document to the customer.
3. The customer sends Nano board and **encloses with the RMA Code** to Original Factory After-Sales (in Hong Kong).
4. Original Factory After-sales send the product to the address provided by the customer after completing the repairs.

Note:

1. The RMA after-sales document includes a RMA Code, original factory after-sales address and express account for freight collect. (The express fee will be paid by the Original Factory.)
2. It may take about 30 days for the repair.
3. Customers shall inform DFRobot After-Sales of the return address, and don't need to pay the express fee.

