



Case Information

Product Information Model: P4 Multispectral
Aircraft's Serial Number: 1UDDH3S0A30099

Products to Be Sent In P4 Multispectral Whole Product Set

Logistics Information Receiving Address: StoneConnar 5418054740 connar@grmw.org
1114 J Ave,La Grande,OR,97850,United States

Dear Customer,

We are sorry to inform you that our repair facilities are facing great challenges of the pandemic, and the processing time might be longer than usual.

We sincerely apologize for the inconvenience caused and we will try our best to prioritize your case and update you with the latest progress.

If you have any questions, please feel free to contact [DJI Online Support](#) for help.

Additional Information

1. Dropping off the package to the repair facility is not accepted.
2. If your address is reachable by UPS service, a free shipping label will be sent by email. Please ship the items to us within 30 days using the label provided.
3. Please refrain from packaging boxes containing regulation labels or markings, such as UN3480/UN3481 labels, even if these boxes were provided by DJI initially. The courier will reject such packages and require the sender to pick them up. If you need to re-use these boxes for sending back to DJI, please remove (peel off) all these labels or markings.