Shipping & Repair Intake Guide

Prepare a drone for service without missing critical documentation.



1. Create the repair case

• Provide name, email, phone, model, serial number, order/receipt number and service path.

• Describe the problem in detail and include photos/video or logs when relevant.

2. Wait for case-specific instructions

• Ship only the equipment requested for diagnosis.

• Use the repair case number on the service record and packing documentation.

3. Battery safety

• Do not ship swollen, leaking, punctured, smoking, overheating or severely damaged batteries.

• Follow carrier rules for lithium batteries and contact YUFixit if uncertain.

4. Pack and document

• Remove unnecessary accessories and memory cards.

• Photograph the unit and packaging before shipment.

• Use a rigid box, protective cushioning and appropriate shipment protection.

5. Track the case

• Retain inbound tracking.

• Use the repair-status page for received, diagnostic, estimate, repair, testing and return-shipment stages.

Owner note: These guides are designed to support the owner journey and do not replace the current aircraft manual, manufacturer policy, carrier rules, or applicable aviation requirements.