

**** ALL PRODUCTS REQUIRING ACTIVATION ARE NON-RETURNABLE/NON-REFUNDABLE ****

*** There is a 3% order transaction fee for all processed refunds / canceled orders (except in the case of a DOA product) ***

New Returns

Cloud City Drones will take back any new item up to 14 days after receiving your order. Items must be unused and in the original sealed packaging. New items returned 14 days after the received date can be returned for a refund minus a 20% restocking fee. No returns are allowed after 30 days. Return shipping costs are to be paid by the purchaser. Any products returned damaged and/or defective (except in the case of a DOA return) will be returned to the sender without a refund.

Open Box Returns

Cloud City Drones will allow the return of any new and working item with all the original packaging. There will be a 20% restocking fee. No returns are allowed after 30 days. Return shipping costs are to be paid by the purchaser. Any products returned damaged and/or defective (except in the case of a DOA return) will be returned to the sender without a refund.

International Returns

International returns are subject to the same terms and conditions as domestic returns. New returns are accepted for a full refund if the product has not been opened or used. New products returned after 14 days are subject to a 20% restocking fee. Open-box items returned before 30 days are also subject to a 20% restocking fee. Returns are not accepted after 30 days. Return shipping costs are to be paid by the purchaser. Any products returned damaged and/or defective (except in the case of a DOA return) will not be refunded.

DJI DOA Out of Box Returns:

DJI's policy is that if your item is defective out of the box, within 10 days of receiving the item, has not been crashed, and is in original condition, we can exchange the item if the problem can be confirmed by us.