**Customer Information**

|  |  |  |
| --- | --- | --- |
| Company/ Name |  |  |
| Shipping Address |  | |
| Phone number |  |  |
| Email Address |  | |

**Product Information**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Product Model |  | | | | | | | |
| Return Parts | 1 | | 2 | 3 | 4 | | 5 | 6 |
|
| Model number |  | | | | | | | |
| Purchase Source | | Delivery Date | | | | Order No. | | |
|  | |  | | | |  | | |

**Service information**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| OBSBOT Account | *Email address* |  | |  |
| Troubleshooting Date | *yyyy/mm/dd* | Date of Incident | *yyyy/mm/dd* | |
| Description of troubleshooting & Emergency recovery attempts:  *Examples:*  *1. Abnormal gimbal work after firmware update.*  *2. Device charging failed.*  *3……..* | | | | |

Notice：

1.If you need to return/refund/exchange OBSBOT product, please contact customer service to get your case number.

2.Please make sure you’ve uploaded product failure video and describe detailed with your issue. You may follow the steps as below:

①Go to Remo official website, click the “Service Center”

②Enter into Service Center, fill out the information in “Self Troubleshoot”, click “upload” bottom to upload your video.

3.Please don’t return the product if seriously damaged or water damaged.

4. Please refer to relevant policies if you’re returning or exchanging your products. Please make sure you send back all the spare parts and originally accessories that came with the camera.