



Refund Policy for UplinkRobotics Inspection Crawlers

We appreciate your purchase of our products, and we hope you are satisfied with their performance. If for any reason you are not happy with your purchase, you may return it to us within **30 days of the delivery date** and receive a partial refund, subject to the following terms and conditions:

Customer Responsibilities and Eligibility

- I. You are responsible for paying the shipping costs for returning the product to us. Shipping costs are non-refundable.
- II. To be eligible for a refund, you must be the original purchaser of the product and have proof of purchase. You must also return the product in its original packaging with all included accessories. Missing accessories will be deducted from the refunded amount.

UplinkRobotics Responsibilities

- III. In all cases of refunding and returns, we will inspect the product upon receiving it and verify its condition, functionality, and completeness. We reserve the right to reject any refund request if the product is damaged, defective, incomplete, or not in its original packaging.

Condition of Product and Refund Amount

- IV. Due to the nature of our products, we cannot offer a full refund for any returned product. The amount of the refund will depend on the condition of the product and whether it has been used or not.
- V. If the **product has not been used and is in pristine condition, you will receive a 90% refund of the purchase price**, minus the shipping costs.
- VI. If the **product has been used for jobs and has signs of dirt or use, you will receive a 75% refund of the purchase price**, minus the shipping costs.

Custom-Made Products

- VII. Custom made products cannot be returned or refunded unless they are faulty or defective. Please contact us if you have any issues with your custom-made product and we will try our best to resolve them.

How to Return Your Product and Receive Refund

- VIII. To initiate a return, please contact us at support@uplinkrobotics.com and provide your order number, name, address, and reason for return. We will respond with further instructions on how to proceed. After contacting us, please ship the product to the following address: UplinkRobotics, 1938 E. Harney St. Ste 157, Laramie, WY 82072
- IX. Once we receive the product, we will notify you by email and **process your refund within 30 days of approval**. The refund will be issued to your original method of payment.
- X. We value your feedback, and we strive to provide quality products and services to our customers. If you have any questions or concerns about our refund policy, please do not hesitate to contact us at support@uplinkrobotics.com. Thank you for choosing UplinkRobotics!