

NEORACER (NEBOTICS) LIMITED HARDWARE WARRANTY

1. WARRANTY TERM

Neobotics warrants the NeoRacer robotic car kit against defects in materials and workmanship under normal use for a period of **nine (9) months** from the date of original delivery ("Warranty Period"). This period is established to ensure all claims can be processed within our manufacturer's fulfillment cycle.

2. INITIAL INSPECTION AND VISIBLE DEFECTS

Upon receipt of the Product, the Customer shall inspect all components for shortages or visible defects.

- **Notification:** Customer must notify Neobotics in writing via the warranty form at neobotics.org within **seven (7) days** of receipt of any discrepancies or visible damage.
- **Acceptance:** If no inspection is conducted or no report is delivered within this seven-day period, the products shall be deemed accepted, and any claims for shortages or visible defects are waived.

3. WARRANTY COVERAGE

During the Warranty Period, Neobotics warrants that all Products shall meet accurate descriptions and high-quality standards in conformity with official specifications.

- **Remedy:** In the event of a confirmed hardware breach, Neobotics shall, at its sole discretion, replace the defective component within **fourteen (14) business days** or repair the component within **thirty (30) business days** from the receipt of the defective item.
- **Third-Party Materials:** The warranty for any materials provided by third-party suppliers (e.g., specialized external sensors or batteries not manufactured by Neobotics) shall be subject to those specific suppliers' specifications.

4. EXCLUSIONS AND LIMITATIONS

Neobotics shall not be liable under this warranty if the defect is caused by "Improper Usage," which includes but is not limited to:

- **Misuse and Neglect:** Damage from accidents, fire, liquid/water damage, lightning, or extreme environmental conditions.
- **Improper Installation:** Damage resulting from incorrect assembly, improper wiring, or testing procedures.
- **Electrical Abuse:** Short-circuits, reversed polarity, or over-voltage applications.
- **Hardware Alteration:** Any unauthorized attempts to desolder, physically modify, or permanently alter factory-soldered components on the Printed Circuit Board (PCB).
- **Third-Party Integration:** Usage in conjunction with third-party products or software modifications that exceed the rated limits of the hardware.
- **Normal Wear:** Reasonable abrasion, tire wear, or cosmetic scratches resulting from standard operation.

5. FILING A CLAIM

To initiate a warranty claim, the Customer must:

1. **Form Submission:** Complete the official Warranty Claim Form located at neobotics.org.
2. **Documentation:** Provide proof of purchase (order number/unit number), a written description of the failure, and supporting visual evidence (photos or video).
3. **Authorization:** Wait for a confirmed Return Merchandise Authorization (RMA) from Neobotics before returning any hardware.

6. LIMITATION OF LIABILITY

Neobotics' liability is limited strictly to the repair or replacement of hardware as set forth in Section 3. Neobotics shall not be liable to the Customer or any End User for any loss or damage arising from the installation, use, or performance of the Product, including, without limitation, any indirect, special, incidental, or consequential damages.