

NEORACER (NEOBOTICS) RETURN AND REFUND POLICY

1. NO RETURNS POLICY

All sales of the **NeoRacer** robotic car kit are final. Neobotics does not accept returns for "change of mind," customer error in ordering, or preference once a purchase is completed. Due to the nature of robotic kits containing sensitive electronic components and precision-cut structural parts, we cannot verify the integrity of a kit once it has left our controlled environment.

2. REFUND ELIGIBILITY

Refunds are not provided for any NeoRacer purchase except under the following strictly defined conditions:

- **Order Cancellation:** A full refund will only be issued if a cancellation request is received and confirmed **before** the order has been processed for shipment.
- **Unfulfillable Orders:** If Neobotics is unable to fulfill an order due to stock unavailability or logistical constraints, a full refund will be issued to the original payment method.

3. DEFECTIVE PRODUCTS (WARRANTY REMEDY)

In accordance with the **NeoRacer 9-Month Limited Hardware Warranty**, the remedy for hardware defects or manufacturing flaws is **repair or replacement** of the specific defective component.

- A hardware defect does not constitute grounds for a full return or refund of the entire kit.
- If a component is found to be defective within the 9-month Warranty Period, Neobotics will facilitate a replacement of that component at no cost to the customer, provided the claim is filed at **neobotics.org**.

4. DEAD ON ARRIVAL (DOA) & MISSING PARTS

As specified in Section 2 of the Warranty Policy:

- Customers must inspect the package upon delivery and report any visible damage or missing components within **seven (7) days**.

- Verified missing or damaged-in-transit parts will be replaced promptly. These instances are handled as part exchanges and do not qualify for a monetary refund.

5. EXCLUSIONS

No refunds, credits, or exchanges will be issued for:

- Kits where the packaging has been opened or the protective film has been removed from chassis components.
- Items damaged due to "Improper Usage" as defined in the Limited Hardware Warranty.
- Kits purchased through third-party resellers or unauthorized distributors.