

SHIPPING POLICY

Neobotics Foundation Inc.

Effective Date: 3/13/2026

Last Updated: 3/13/2026

Neobotics Foundation Inc. (“**Neobotics**,” “**we**,” “**our**,” or “**us**”) is committed to processing and shipping orders for the **Neoracer autonomous car kit** and related products as efficiently and accurately as possible.

This Shipping Policy explains our shipping practices, estimated delivery timelines, shipping regions, customs responsibilities, and other important information related to order fulfillment.

By placing an order with Neobotics, you agree to this Shipping Policy.

1. Shipping Coverage

Neobotics ships to domestic and international destinations that Neobotics makes available at checkout or confirms in writing at the time of order. Destination availability may change based on carrier service, export controls, customs requirements, product-specific restrictions, and operational feasibility, subject to:

- applicable law;
- export control restrictions;
- carrier availability;
- customs restrictions;
- product-specific limitations;
- payment verification;
- operational feasibility.

Because shipping availability may change over time due to logistics disruptions, carrier limitations, customs rules, trade restrictions, or other factors, Neobotics does **not** guarantee permanent shipping availability to every country at all times.

If we are unable to ship to your destination after an order is placed, we will notify you and, if appropriate, cancel the order and issue a refund for amounts paid that cannot be fulfilled.

2. Regions We Commonly Expect to Serve

Subject to the limitations above, Neobotics expects to serve customers in many regions worldwide where international courier and postal delivery is available, including potentially:

- United States;
- Canada;

- Europe;
- United Kingdom;
- parts of Asia;
- Australia and New Zealand;
- Latin America;
- selected countries in the Middle East and Africa.

Actual shipping availability depends on then-current destination coverage, carrier serviceability, customs compliance, sanctions screening, and any destination-specific product restrictions.

3. Order Processing Time

Unless otherwise stated on the product page, quote, or order confirmation, most in-stock orders are typically processed within **2 to 7 business days** after:

- payment is successfully received;
- billing and shipping information is verified;
- any required compliance or export screening is completed.

Processing times may be longer during:

- holidays;
- product launches;
- preorder or backorder periods;
- severe weather events;
- inventory shortages;
- high-volume sales periods;
- customs or trade disruptions.

Orders are not processed, packed, or shipped on weekends or major holidays unless otherwise stated.

4. Estimated Delivery Timelines

Delivery timelines depend on the destination country, warehouse location, shipping method, customs processing, and carrier performance.

Typical estimated delivery windows after shipment are as follows:

A. Domestic U.S. Orders

If shipped from a U.S. location, estimated delivery is generally:

- **Standard shipping:** 3 to 7 business days

- **Expedited shipping:** 2 to 4 business days

B. International Orders

For international shipments, estimated delivery is generally:

- **Express courier services:** 5 to 12 business days
- **Standard international shipping:** 7 to 21 business days
- **Economy or postal shipping:** 10 to 45 business days

These are estimates only, not guarantees. Seeed Studio's own published shipping materials likewise indicate that lower-cost parcel methods can take substantially longer depending on destination and logistics conditions.

5. Shipping Methods

Neobotics may use one or more of the following shipping methods depending on the destination, package size, product type, and current carrier options:

- express carriers, such as DHL, FedEx, UPS, or equivalent;
- standard parcel carriers;
- postal or economy services where available;
- region-specific logistics partners.

Available shipping options will typically appear at checkout or be stated in an invoice or order confirmation when applicable.

Neobotics reserves the right to choose the shipping carrier and service level that best matches the selected shipping option and destination, unless a specific method is expressly agreed in writing.

6. Shipping Rates

Shipping charges are calculated based on factors such as:

- destination;
- package dimensions and weight;
- product type;
- shipping speed;
- insurance, if applicable;
- carrier surcharges;
- customs handling considerations.

Shipping charges will be displayed at checkout or included in your invoice, quote, or order summary where applicable.

Neobotics may offer free shipping promotions, discounted shipping, or special institutional shipping arrangements at its discretion.

7. Customs, Duties, Taxes, and Import Fees

For international orders, the customer is generally responsible for any applicable:

- customs duties;
- import taxes;
- VAT or GST;
- brokerage fees;
- clearance charges;
- other destination-country fees.

These charges are typically imposed by the destination country and are not controlled by Neobotics unless expressly stated otherwise at checkout or in writing.

Customs rules vary significantly by country, and import delays may occur for reasons beyond our control. Seeed Studio's published terms also note that customs obligations and trade terms can vary by shipment and destination.

The customer is responsible for providing any information reasonably required for customs clearance, except that Neobotics does **not** request Social Security numbers in the ordinary course of business. If a carrier or customs authority requires importer information for clearance, that request may come directly from the carrier or customs broker rather than from Neobotics.

8. Shipping Address Accuracy

Customers are responsible for providing complete and accurate shipping information.

Please verify:

- recipient name;
- institution or organization name, if applicable;
- street address;
- apartment, suite, lab, room, or department number;
- city, state or province;
- postal code;
- country;
- phone number;
- email address.

Neobotics is not responsible for delays, failed delivery, misdelivery, or extra charges resulting from inaccurate or incomplete shipping information provided by the customer.

If you need to request an address correction, contact us immediately at [\[support@neobotics.org\]](mailto:support@neobotics.org). We cannot guarantee that address changes can be made after an order has been submitted or shipped.

9. Shipment Confirmation and Tracking

If tracking is available for your order, Neobotics will provide shipment confirmation and tracking information once the order has shipped.

Tracking updates may not appear immediately. In some cases, tracking information may take several business days to become active depending on the carrier and shipping method. Lower-cost international methods may show limited or delayed tracking visibility.

10. Delays

Delivery dates are estimates only and are not guaranteed unless expressly stated in writing by Neobotics.

Neobotics is not responsible for shipping delays caused by circumstances outside our reasonable control, including:

- customs inspections or customs holds;
- weather events;
- transportation disruptions;
- carrier capacity issues;
- strikes or labor shortages;
- trade restrictions;
- public emergencies;
- war or civil unrest;
- inaccurate address information;
- remote destination service limitations;
- seasonal shipping congestion.

11. Lost, Stolen, or Damaged Packages

If your package is lost, stolen, or arrives damaged, please contact us at support@neobotics.org as soon as possible.

Damaged Shipments

If your package arrives visibly damaged:

1. take photos of the package and product immediately;
2. retain all packaging materials;
3. notify Neobotics promptly, preferably within **5 business days** of delivery.

Lost Packages

If tracking shows no movement for an extended period or the package appears lost in transit, Neobotics may, at its discretion:

- open a carrier claim;
- request additional information from the customer;
- issue a replacement shipment;
- issue a refund if appropriate.

Stolen Packages

If tracking shows the package as delivered but you cannot locate it, please:

- check with household members, coworkers, mailrooms, front desks, or campus receiving staff;
- contact the carrier;
- notify Neobotics.

Neobotics is not automatically responsible for theft after confirmed delivery, but we may assist in carrier investigation where reasonably possible.

12. Refused, Undeliverable, or Unclaimed Shipments

If a shipment is refused, unclaimed, returned to sender, or undeliverable due to customer-related issues such as:

- incorrect address;
- failure to pay customs fees;
- failure to respond to carrier requests;
- failure to receive the package;
- local import restrictions;

then Neobotics may deduct from any refund:

- original shipping charges;
- return shipping charges;
- customs charges;
- carrier fees;

- restocking fees, where applicable.

In some cases, returned international shipments may be destroyed or abandoned by the carrier or customs authority rather than returned to origin, and no refund may be available.

13. Partial Shipments

If your order contains multiple items, Neobotics may ship the items separately depending on inventory availability, warehouse location, or package constraints.

We reserve the right to make partial shipments unless otherwise agreed in writing.

14. Preorders and Backorders

If an item is listed as a preorder or backorder item, estimated ship dates are approximate and may change.

If your order contains both in-stock and preorder/backorder items, we may either:

- hold the full order until all items are available; or
- split the order into multiple shipments, with additional shipping charges where disclosed or agreed.

15. Export Compliance and Destination Restrictions

Neobotics may decline or cancel orders to destinations that are restricted by:

- export control laws;
- sanctions laws;
- carrier embargoes;
- customs restrictions;
- product safety or battery transport rules;
- internal risk review.

We reserve the right to request additional information needed to complete compliance screening before shipment.

16. Institutional and School Deliveries

For shipments to schools, universities, districts, camps, labs, or other institutions, the customer is responsible for ensuring that:

- shipping addresses are accurate and complete;

- receiving departments are aware of the expected delivery;
- loading dock, mailroom, or campus delivery requirements are communicated in advance;
- authorized personnel are available to receive the shipment.

Neobotics is not responsible for internal routing delays within a school, campus, or institutional facility after delivery to the address provided.

17. Title and Risk of Loss

Unless otherwise required by applicable law or expressly agreed in writing:

- title to the products passes upon full payment; and
- risk of loss passes when the shipment is delivered to the first carrier or, where required by law, upon delivery to the destination.

18. Policy Changes

Neobotics may update this Shipping Policy from time to time to reflect changes in shipping operations, carrier relationships, international coverage, legal requirements, or customer service practices.

Any updated version will be posted with a revised “Last Updated” date.

19. Contact Us

If you have questions about shipping, delivery estimates, customs, or destination availability, please contact:

Neobotics Foundation Inc.

285 3rd St.

Cambridge, MA 02142

Email: support@neobotics.org

Phone: +1 (857) 763-8884

Website: www.neobotics.org