

MATIC ROBOTS, INC.

Return Policy

You can return your Matic up to 180 days after delivery for a full refund.

Email support@maticrobots.com to get a prepaid label + return authorization (RMA).

Carefully pack up Matic according to these [return instructions](#).

Ship within 14 days of receiving your label.

Refunds go back to your original payment method after inspection (typically 10–15 business days).

Orders without proof of purchase aren't eligible.

This Return Policy ("**Return Policy**") applies to products (each, a "**Product**") purchased from Matic Robots, Inc. ("**Matic Robots**") only.

Subject to the terms and conditions of this Return Policy, you, the original purchaser, have one hundred and eighty (180) calendar days from the date of delivery of a purchased Product ("**Return Period**") to return it to us for a refund. Returns must be initiated by the purchaser within one hundred and eighty (180) calendar days of delivery in accordance with all requirements of this Return Policy.

Any terms used but not otherwise defined herein shall have the meanings ascribed in the Matic Robots Terms of Service located at <https://maticrobots.com/terms>.

Eligible Returns

To be eligible for a return and refund, ALL of the following conditions must be met with respect to the Product you desire to return ("**Returned Product**"):

1. The Returned Product must not be an [Excluded Product](#).
2. You must request a return within the Return Period, and be issued a Return Merchandise Authorization (RMA) for the Returned Product along with a pre-paid shipping label (the "**Shipping Label**") (Refer to the [How to Request an RMA](#) section of this policy for instructions on requesting an RMA.)
3. You must furnish proof of purchase details for the Returned Product (required to obtain an RMA for the return), including your Order number.
4. You must include a valid RMA number that we issued for the return with the Returned Product.
5. The Returned Product must be in like-new condition, showing no signs of damage, tampering, alteration, and in either its original packaging or packaging that provides an equal degree of protection.
6. With your return, you must include all components, cords, chargers, accessories, manuals, and other documentation originally included with the Returned Product when you purchased it.

7. The Returned Products must be sent by mail using the Shipping Label in accordance with this Return Policy within fourteen (14) days of receipt of the Shipping Label, as demonstrated by postage mark.

Returned Products must be sent to:

Matic Robots, Inc.
Attn: Returns
339 Bernardo Avenue, Suite 100
Mountain View CA 94043

Or such other address as is provided by our Customer Service when you obtain an RMA for the return.

Please note that if you return a Product (1) without a valid RMA; (2) in damaged condition; or (3) without all parts included in the original package, we retain the right to either (a) refuse delivery of the return or (b) charge you a restocking fee equal to retail value of the missing or damaged parts.

Exclusions

The following items (“**Excluded Products**”) are not eligible for return or refund under this Return Policy:

1. Products marked as a “final sale” or for sale “as is.”
2. Products for which no proof of purchase exists.

How to Request an RMA

To request an RMA, you must contact our customer service team via email addressed to support@maticrobots.com.

Refunds

1. All returns are subject to our inspection and approval prior to credit being issued. Non-approved returns will be shipped back to customers at their expense.
2. For any Returned Product accepted by us in accordance with this Return Policy, we will issue a credit equal to the purchase price and applicable taxes originally paid for the Returned Product when it was bought, less any damage or missing product fees, to the original credit card or mode of payment used to make the purchase. The credit should appear in your Payment Provider account in 10–15 business days. The actual time for credit to appear on your account will vary depending on the type of payment used, and by credit card issuer.

Limited Warranty

This Return Policy is separate from the **Matic Warranty (USA)**, which provides for remedies for Products that are found to be defective in materials or workmanship during the Warranty Period. NOTHING IN OUR RETURN POLICY AFFECTS ANY RIGHTS OR REMEDIES THAT MAY BE AVAILABLE TO YOU UNDER THE LIMITED WARRANTY, INCLUDING ANY RIGHTS YOU MAY HAVE TO RETURN DEFECTIVE PRODUCTS DURING THE APPLICABLE WARRANTY PERIOD.

Copies of Return Policy

To obtain a written copy of this Return Policy, please download it here: **Return Policy (Printable Version)**. If you are unable to access, download, or print the **Return Policy (Printable Version)** and wish to have a hard copy of it mailed to you, please contact our customer support team to request one.

