



UplinkRobotics
1482 Commerce Dr.
Unit T
Laramie, WY 82070
United States

UplinkRobotics Inspection Crawler Refund Policy

Last Modified: 10-29-2025

If you are not completely satisfied with your purchase, you may return it for a partial refund **within 30 days of the original delivery** date, subject to the following terms and conditions.

1. Eligibility for a Return

To be eligible for a refund, all of the following conditions must be met:

- You must be the original purchaser and provide proof of purchase.
- The return must be initiated within 30 days of the original delivery date.
- The product must be returned in its original packaging with all included accessories. The cost of any missing accessories will be deducted from your refund.
- You are responsible for all costs associated with returning the product to us. All shipping fees (including any original expedited shipping costs and all return shipping costs) are non-refundable.

2. Inspection, Conditions, and Restocking Fees

All returned products are subject to a thorough inspection upon receipt. The amount of your refund will be based on the product's condition and will be calculated as follows:

- **Pristine Condition (25% Restocking Fee):** If the product is unused, in pristine condition, and in its original packaging with all accessories, you will receive a refund of the original purchase price minus a 25% restocking fee.
- **Used Condition (50% Restocking Fee):** If the product shows signs of normal use (e.g., dirt, scuffs, or wear from use in a crawlspace) but is fully functional and not physically damaged, you will receive a refund of the original purchase price minus a 50% restocking fee.
- **Ineligible for Refund (Customer-Damaged, Incomplete):** We reserve the right to reject any refund request if the product is returned with:
 - Customer-caused physical damage (e.g., broken parts, impact damage, water damage).
 - Significant missing components.
 - Failure to meet the eligibility requirements in Section 1.

If your return is rejected on this basis, we will notify you, and you will be responsible for any shipping costs to have the product returned to you.

3. Custom-Made Products

Custom-made products cannot be returned or refunded unless they are faulty or defective upon arrival. Please contact us immediately if you have any issues with your custom-made product, and we will work with you to resolve them.

4. How to Initiate a Return

1. **Contact Us:** To begin the return process, please contact us at support@uplinkrobotics.com or call 307.225.9210. You must provide your order number, name, and reason for the return.
2. **Ship the Product:** After receiving instructions from our team, please ship the product in its original packaging to the following address:

UplinkRobotics
1482 Commerce Dr. Unit T
Laramie, WY 82070

5. Refund Processing

Once we receive and inspect your return, we will notify you by email of the approval or rejection of your refund. If approved, your refund (minus any applicable restocking fees or deductions) will be processed, and a credit will be applied to your original method of payment within 30 days of approval.

Questions?

If you have any questions or concerns about our refund policy, please do not hesitate to contact us at support@uplinkrobotics.com or 307.225.9210.