



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

UplinkRobotics Inspection Crawler Refund Policy

Last Modified: April 22nd, 2026

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. This policy governs buyer's-remorse and similar voluntary returns; defective, damaged-in-transit, or non-conforming products are handled under Section 3 below and, where applicable, the product's Limited Warranty.

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.
- For non-defective returns, you are responsible for all costs associated with returning the product to us, and all shipping fees (including any original expedited shipping costs and all return shipping costs) are non-refundable. Shipping costs for defective or non-conforming returns are addressed in Section 3.

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 (15% Restocking Fee):** If the product is barely used, in pristine condition, and in its original packaging with all accessories, you will receive a refund of the original purchase price minus a 15% restocking fee.
- **Used Condition (25% Restocking Fee):** If the product shows signs of 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 25% restocking fee.
- **Ineligible for Refund (Customer-Damaged, Incomplete):** A return may be rejected under this Section 2 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. Defective or Non-Conforming Products

If a product (including a custom-made product) arrives defective, damaged in transit, or materially non-conforming to its specifications, contact us within a reasonable time after delivery. We will, at our option and at no cost to you, arrange repair, replacement, or a full refund of the purchase price and original shipping. No restocking fee will be charged on defective or non-conforming returns, and we will provide a prepaid return label or reimburse reasonable return shipping. Defects in materials or workmanship arising after delivery are addressed under the product's Limited Warranty rather than this refund policy.

4. Custom-Made Products

Custom-made products cannot be returned or refunded unless they are faulty, defective, or materially non-conforming to the agreed specifications 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 under Section 3.

5. 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 Drive
Unit T
Laramie, WY 82070**

6. 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 credit will be applied to your original method of payment within ten (10) business days of approval.

7. Additional Terms

Statutory Rights. Nothing in this policy limits any non-waivable rights you may have under applicable law, including implied warranty rights and remedies for non-conforming goods under Article 2 of the Uniform Commercial Code as adopted in your jurisdiction. Commercial and Channel Sales. Sales to distributors, OEM partners, resellers, and government purchasers are governed by the terms of the applicable purchase order, distributor agreement, or supply agreement, which control in the event of any conflict with this policy. Governing Law. This refund policy is governed by the laws of the State of Wyoming, USA, without regard to its conflict-of-laws principles, and is subject to the exclusive jurisdiction of the courts located in Albany County, Wyoming. Updates. UplinkRobotics may update this policy from time to time; the version in effect on the date of your purchase governs that sale.

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.

This refund policy is provided subject to UplinkRobotics' General Terms and Conditions of Use.