



**WARRANTY**

# Warranty Replacements and Returns

To begin a Warranty Replacement or Return, or for any other Technical or Customer Support related questions, please email us at [support@modrobotics.com](mailto:support@modrobotics.com)

## 1-Year Warranty on Modular Robotics products:

Did you know that your **Cubelets** and/or **MOSS** robots purchased through Modrobotics.com or through one of our resellers like Amazon or RobotLAB are under warranty for one year from the purchase date?

With proof of purchase, we'll repair or replace your robots within one year even if you dropped a Cubelet in the pool, the dog buried your MOSS Motor in the yard for a fortnight, or your robot blocks simply aren't working the way they should.

If your robots are defective or misbehaving in some way, please email us at [support@modrobotics.com](mailto:support@modrobotics.com) with your proof of purchase, explaining as best you can the issue you are observing. We may be able to help you fix the problem yourself, but if not, we'll be happy to repair or replace your robots!

After you've contacted our Customer Support team, you will be asked to send items for repair or replacement to our factory at the address below:

Modular Robotics  
Attn: Warranty  
1860 38th Street  
Boulder, CO 80301

## Returns & Exchanges:

All returns and exchanges must be authorized. Please send us an email at [support@modrobotics.com](mailto:support@modrobotics.com) for further instructions.

All returns for refund or credit must be completed **within 30 days from the date of purchase**. All returned merchandise must be in its original mint and resalable condition.

Please include a printed copy of your purchase receipt or confirmation email for the order. Returns must also include all the factory accessories which come with the the purchase. This includes any chargers, batteries, instructions, etc.

**Returns on damaged, scratched, burnt, or otherwise 'played with' merchandise will not be accepted.**

## Shipping Issues:

If any item arrives damaged due to shipping, immediately snap some photos of the damage to the box and contents and contact the carrier. Keep all shipping cartons and email Modular Robotics as soon as possible at [support@modrobotics.com](mailto:support@modrobotics.com).

## Shipping and Handling Charges:

Shipping and handling charges are non-refundable. We are not responsible for shipping charges on merchandise being returned to us for warranty replacement or refund.

## **Failure to Pay International Duties and Taxes:**

All duties and fees incurred after your shipment leaves our factory are the responsibility of the recipient. If your package is returned to Modular Robotics due to failure to pay customs duties or VAT fees, you will be refunded the total remaining after deducting original shipping cost, any custom fees paid to release the package, and return shipping costs. For any questions pertaining to Duties and Taxes, please contact us at [support@modrobotics.com](mailto:support@modrobotics.com)