

**Brett Barrett** <mrbrrettbarrett@gmail.com>

RMA was successfully created!

1 message

RobotShop Inc. <SupportCenter@robotshop.com>

Tue, Aug 11, 2015 at 9:10 AM

To: mrbrrettbarrett@gmail.com

Hello Brett Barrett,

We are sorry you are having problems with the product you purchased from RobotShop.

Your RMA number is **2010714**.

In order to better serve you, we will ship a replacement item right away. You should receive it within approximately 1 week.

We will send you a UPS return label by email within 24 to 48 hours. Please use it to return your defective item free of charge. You may either call UPS for a pick-up or bring it to any UPS location. You may also send it back to us by any other shipping method if you prefer. However, you will be responsible for the shipping fee, for any other shipping options. Please send it back to us at one of the following addresses:

RobotShop inc.
18005 Lapointe Building 305,
Mirabel, Quebec, Canada, J7J 0G2

RobotShop inc.
555 VT Route 78, Ste 367,
Swanton, Vermont, United States, 05488

Cleaning fees (\$25) may be charged if a domestic robot is returned and has not been properly cleaned. Please clean it properly.

Please include a printed copy of this email in your return package. If we do not receive confirmation of shipment within 2 weeks, we will have no choice but to charge you for the replacement item. To avoid any fees, please send us back the defective item immediately.

Thank you for your trust in RobotShop.

The RobotShop Team

This RMA will be void in 30 days.