

Company Profile

Company Name : _____

Company Address : _____

GSTIN : _____

Company Type : Proprietorship Private Ltd
 Others (Specify) _____

Establishment date : _____

Products : _____

Owner name : _____

Owner Contact : _____

Owner Email : _____

No of Employees : _____

Company Email : _____

Company Branches (If any) : _____

Office location : Ground Floor First Floor Others (Specify) _____

Web: www.robocraftstore.com

Email: robocraftimpex@gmail.com

PH: +91 9898985946

Address: B317,318,319 3rd-floor SUMEL 6 BUSINESS PARK Dudheshwar, Ahmedabad, Gujarat 380004

GSTIN: 24ANFPV3261L2ZN

Terms & Conditions

- We want you to love your new parts and gadgets! Sometimes your project changes or something is not working the way you thought it would. Never fear, we are here to help!
- We guarantee to provide accurate descriptions and high-quality products as mentioned on the website.
- If the product shipped is found damaged, mismatched or faulty then the customer needs to inform within 3 days after receiving the consignment.
- Returns for orders older than 3 days are eligible for replacement or store credit only. This is applicable only for products having a warranty
- In the event that your return is not received in restockable condition, we reserve the right to deny your return or change your refund method to store credit only. This is determined on a case-by-case basis.
- Returns may take up to 2 weeks to process, not including transit times.
- The copter (Drones) is assembled and customized as per the specifications given by the customer. Regulatory compliance would be followed by the purchaser.
- All the products which are sold by Robocraft are for industrial / project purposes only. Robocraft will not be held responsible for any damage (physical/financial) to the user or any person because of the use of these products.
- we are not maintaining the stock on our portal. before placing the order please confirm the stock availability
- payment due date is within 15 days after receiving the order.
- If the payment is not made on the due date or the cheque bounce then we have the right to legal proceedings and in this case, all legal proceedings will be counted in Ahmedabad Gujarat 382481 jurisdiction only.
- if payment is not done within 15 days of receiving the order warranty will be void for that material no warranty claim will be considered

Damaged in Shipment

Please email us at sales@robocraft.co.in right away. Include a description of the damages and pictures of the damaged items/packaging. This information is very helpful to us in assessing how we package our orders and helps prevent similar problems in the future. Replacements will be arranged with Customer Service as needed.

Caution: *Please ensure to pack the product properly before handing it over to the courier.*

The order may be canceled before shipment due to any of the following reasons:

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- The specific product/model is out of Stock.
- The order could not be shipped within the specified timeline.
- On customers request
- The shipping address is not serviceable
- Any other reason beyond the control.

Refund Process:

- Please connect with our customer care via email or call.
- The customer care team will validate the request by checking the timelines, product type, warranty terms, etc, and shall take the request for a refund or exchange
- Ensure to collect the return address from customer care.
- Pack the product properly and label the product with the order number, return address, and your address.
- Follow the instructions of customer care carefully for packaging and returning the product using courier services.
- Ensure that the AWB / tracking number is shared with customer care.
- The order shall be considered for refund only if we receive the product in its original (as we shipped to you in an undamaged condition with the original packaging. [there should be no scratches, no dents, etc.]

Please Note:

- On cancellation of an order, you are entitled to receive a refund based on the pay mode table mentioned in refund timelines plus the **shipping charges**.
- robocraftstore.com is not liable to pay any penalty or compensation to the customer for the cancellation of any order, for the reason mentioned above.
- all images which are listed on the website www.robocraftstore.com is only for reference please read all description before buying the product. actual product may vary

Refund Timelines:

Pay mode	Refund Mode
Credit Card	Credit Card
Net Banking	Bank Account Online Transfer
Debit Card	Bank Account Online Transfer
Gift Certificate	Gift Certificate

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COD -Cash On Delivery	Cheque
Demand draft/ Cheque	Cheque

*** Note Working Days are Monday To Saturday excluding holidays**

- We will process the refund after receipt of the product by robocraftstore.com or its business partner. Refunds will be processed based on the mode of payment of the order Refund processed through a Credit card / Debit card will reflect in the next Credit Card/ Bank statement.
- A refund Cheque will be issued in the billing name unless otherwise advised by customers.
- In case the refund Cheque is lost by the customer, Cheque will be reissued in 15 days on the receipt of the affidavit.
- In case of an incorrect name on the refund Cheque, a new Cheque will be reissued in 15 days on the receipt of the original Cheque from the customer.
- If your refund doesn't appear in Your Account, and the processing time for your payment method has passed, contact customer care for further assistance.

Return product:

Any item which comes to us for a warranty claim will take minimum 10-15 working days (except transit time i.e. time taken by courier in all ways) to send back to the customer based on the availability of replacement parts/repairs and/or as per the manufacturer's suggestion.

It is advised to the customer that does not to accept any damaged parcels from the courier, if the customer accepts such parcels then it is the total responsibility of the customer. The customer has time to report any non-functionality or damage to the item within 72 hrs from the time of receipt of the material.

In all cases including warranty products, the courier charges to & from will be borne by the user.

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Dispatches/shipping :

- Items that are available in stock will be dispatched on the next working day of receipt of payment.
- Priority will be given to customers who had done advance payment.
- COD dispatch for in-stock items will take place in 4-5 working days only after receipt of COD charges.
- In the case of COD, customers need to pay COD charges as an advance only then the order will be considered for further processing.
- COD amount is nonrefundable in case if the customer does not accept the parcel.
- All orders will dispatch by suitable courier only unless otherwise specifically requested by the customer send by transport. In such case charges for sending the parcel from our office up to transport office will be applicable and borne by the customer which will be included in the invoice.
- The free shipping option is only valid for below 10Kg weight of material above 10kg material charge will be applied. if an order is placed and material weight is above 10 kg charges will be applied. after placing the order customer need to pay courier charges. to pay option is also available. in this case never cancel the order or refund the money.

Lithium Battery rules:

- The battery pack is assembled and customized as per the specifications given by the customer.
- Batteries will be manufactured in standard size* as decided by Company management (Rotorcraft)
- For customized batteries, the customer needs to give us dimensions while placing an order which will be checked and reconfirmed by us with the customer.
- Once the battery pack is manufactured there will be no customization allowed to it. If the customer insists on any customization after the battery pack is manufactured charges will be applicable as per the request.
- Lithium Batteries are highly flammable and explosive batteries please keep them aside from children's age limit of 15 or below
- Battery packs using 3C grade or higher cells carry a 2-year warranty. There will not be any warranty given for lower-grade cell battery packs.
- Warranty will be applicable for battery packs that use normal chargers for charging. Battery packs (all grades) charged with fast chargers even if the fast charger has been purchased from us will not carry any warranty. Normal chargers mean Battery pack series * 0.5C battery rating i.e 13S battery $13 \times 0.5C = 6.5$ (+/- 1 amp)Amp is a normal charger. Warranty will be avoided if you use the above.
- Warranty will cover normal charging / discharging, and normal inspection of battery without opening the pack.
- Warranty will cover non-performance (for voltage & current) of battery on receipt of the Battery pack by the customer. in that case inform us within 48 hrs. we provide you with an automated generate a Battery test report using a Battery charging and discharging machine. but on customer demand no any extra cost.

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- If there is any problem after 48 hours then we will consider it in warranty terms and it will take some 4-6 working days for a warranty. and if the material is not present then it may take 15-20 working days.
- Any physical damage, alteration in the pack by the customer, opening the pack by the customer for any reason, damage due to wrong connections, burnouts, liquid ingress into the battery, short circuit will not be covered in the warranty, and in any of the above cases the warranty gets void
- without a barcode, we will not cover the warranty. do not accept the battery without a barcode.
- Customers are advised to ask for datasheets of the cells before placing orders.
- without a cell holder, the battery pack warranty will be not covered
- In case of fire or any battery or battery pack explosion, the end-user will be fully responsible.
- In case of fire or any battery or battery pack explosion (**ROBOCRAFT IMPEX GSTIN: 24ANFPV3261L2ZN**) will be not responsible because lithium-ion batteries are extremely sensitive to high temperatures and inherently flammable.
- in case of fire or explosion of any battery or battery pack, The customer cannot pass any claim or insurance of any kind. Because these batteries are highly flammable and explosive
- We have different types of batteries. So contact us to find out the warranty before ordering
- 2+1 year warranty means 2 years as per the above terms and +1 year means only service warranty only labor cost is free
- lithium-ion batteries are extremely sensitive to high temperatures and inherently flammable. These battery packs tend to degrade much faster than they normally would, due to heat. **If a lithium-ion battery pack fails, it will burst into flames** and can cause widespread damage.

* Note: Standard size means single-layer battery pack. For LiFePo4 the cell dimension is 36mm x36mm with cell spacer, Height will be 65-70 mm & for Li-ion (18650 cells) the dimensions are 22mmx22mm with cell spacer, and Height will be 65 mm.

If you have any questions about this Agreement, please contact us by filling out this **contact form**

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Payment Terms :

100% Advance

For bulk order Payment 50% Advance and 50% ready to dispatch.

Stock:

- You need to keep following each battery pack as minimum with you in stock for sample purpose:

24V 7.5AH & 10AH

36V 7.5AH & 10AH with case box

48V 30AH

60V 30AH

72V 30AH

- You need to keep in stock any new product launched by us in your display.

All legal proceedings are subject to Ahmadabad Gujarat 380004 jurisdiction only.

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