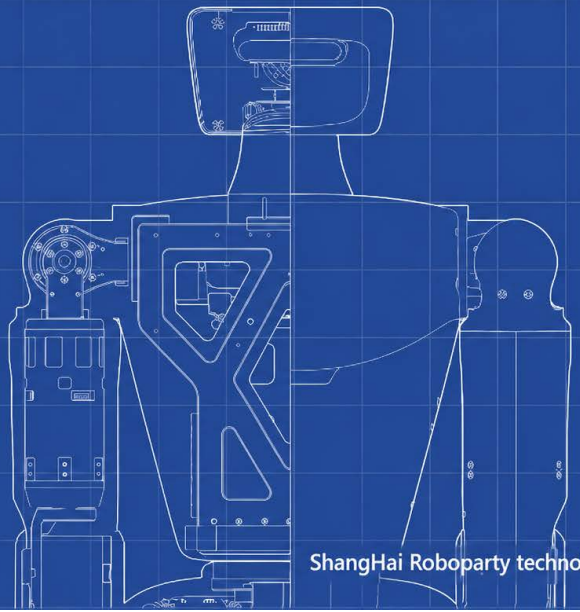


ROBO PARTY

RoboParty Roboto Origin

After-Sales Service and Warranty Card

ShangHai Roboparty technology Co.,Ltd. roboparty.com

Unboxing and Dead-on-Arrival (DOA) Inspection

This product is delivered as an engineering development kit. Please check the quantity and appearance of all parts against the RoboParty Roboto Origin User Manual or RoboParty Roboto Origin Parts List strictly within 48 hours of signing for the package.

- Dead on Arrival (DOA): If any third-party parts or structural components are found to be missing, damaged, deformed, or unable to power up upon unboxing, please take photos immediately and contact us for a free replacement or reissue.
- Expired Liability Waiver: If no feedback is received within 48 hours, all parts will be deemed delivered in perfect condition.

Classified Warranty Policy

This kit only offers a "tiered and classified" warranty for individual components. Any issues regarding the fully assembled machine or the operation of the fully assembled machine are excluded from this warranty. The classification is defined as follows:

- Class A: RoboParty Original Structural Parts (e.g., main frame, connectors)
  - Policy: A 3-month warranty against manufacturing defects is provided, starting from the date of receipt. RoboParty will cover the one-way shipping cost.
  - Note: Physical deformation or breakage caused by gait instability/falls, overloading, or assembly interference is considered wear and tear and is not covered under warranty.
- Class B: Third-Party Core Electromechanical Components (e.g., joint motors, main control boards, sensors, batteries)
  - Policy: The warranty and damage assessment policies of the original equipment manufacturer (OEM) will be strictly enforced.
  - Our Role: RoboParty will assist with preliminary technical troubleshooting. If a hardware fault is confirmed, we will help you initiate a return-to-factory inspection and repair with the OEM. The final liability determination (user-inflicted burnout vs. quality defect) and whether any repair or replacement fees apply will depend entirely on the OEM's official inspection report. Logistical costs related to factory testing and repairs will follow he OEM's policy tor be borne by the user.
- Class C: Consumables and Standard Parts (e.g., wire harnesses, fasteners, bearings, glue)
- Policy: These are considered normal consumables. Except for the initial unboxing DOA, no warranty period is provided.
- For the specific classification of each part, please refer to the RoboParty Roboto Origin Parts List.

Warranty Exclusions

Under any of the following circumstances, all components and parts will forfeit their eligibility for free warranty service. Any resulting repair costs and round-trip shipping fees shall be borne by the user:

Incorrect Assembly: Mechanical detachment or wire harness short circuits caused by failure to fasten components or route cables in accordance with the RoboParty Roboto Origin User Manual.

Electrical Mishandling: Breakdown or burnout of electrical components due to powering up without prior verification of voltage and polarity.

Software/Development Errors: Motor stalling, burnout, or structural breakage resulting from secondary development, excessive motion parameter settings (e.g., abnormal PID), zero-calibration errors, or other software operations.

Unapproved Modifications: Any damage to the complete machine caused by the use of third-party parts, failure to strictly operate in accordance with the RoboParty Roboto Origin User Manual, or secondary development.

Obtaining After-Sales Support

In the event of a technical issue or to initiate the after-sales process, please first gather failure videos and terminal error logs, then contact our technical support:

- Technical Support Email: tech@roboparty.com
- Online Documentation: https://roboparty.com/roboto_origin/doc