



Limited Warranty

What does this Warranty cover?

This Warranty covers any defects in material and workmanship in all new ReconRobotics products – Recon Scout™ Kits, Recon Scout, Recon Scout IR, Recon Scout UVI and the Command Monitoring Station.

How long does the coverage last?

The Warranty coverage will last for a period of one year from the product delivery date.

What does this Warranty NOT cover?

The Warranty does not cover any alteration, mishandling, misuse, or abuse of the product by the customer, or any other physical damage to the product. The Warranty does not cover any wear and tear due to normal use.

What will ReconRobotics, Inc do?

ReconRobotics will repair or replace any defective products at no cost to you. However, ReconRobotics reserves the right to determine the correct action and in no event shall be liable for more than the original purchase price.

Can this Warranty be voided?

There are no user serviceable parts inside any products. You will void the Warranty if you disassemble to repair or alter the product.

How can you activate the Warranty?

The Warranty can be activated by mailing the Warranty Registration card that comes with the product.

How can you receive Warranty service?

To service your product under warranty, please call customer service at 1-866-697-6267 and obtain a Return Material Authorization (RMA) number and a UPS Ground shipping label that can be used to ship the product to ReconRobotics. Once received, ReconRobotics will make every effort to return the product within 5 business days. Should there be any reasons for delay in the process, ReconRobotics will immediately inform you.

Is express shipping available?

ReconRobotics will provide UPS Ground shipping service at no cost to you. Faster shipping service can be requested at an extra cost.