

Warranty and Returns

Name of the Company:	Sportbot d.o.o.
Address:	Usnjarska cesta 14, 1240 Kamnik, Slovenia
VAT ID:	SI 88036065
Register number:	9726705000
Email:	info@sportbot.tech
Business bank account:	SI56 0284 3026 6066 815

WARRANTY

Sportbot warrants to the original retail purchaser that the Sportbot tennis ball machine ("Product") is free from defect in material and workmanship for one year from the date of delivery, or up to 100,000 shots, whichever comes first. An internal counter in the machine will record the number of shots fired. Sportbot agrees to repair or replace, at our discretion, any defective product without charge for parts and labor.

This warranty extends to the original retail purchaser only and commences upon delivery of the original retail purchase.

The product, including any defective part, must be returned to Sportbot within the warranty period. Sportbot will pay return shipping for verified warranty claims within the European Union. The responsibility of Sportbot in respect to claims is limited to making the required repairs or replacements and no claim of breach of warranty shall be cause for cancellation or rescission of the contract of sale of any Sportbot product. Proof of purchase will be required to substantiate any warranty claim. All warranty work must be performed by Sportbot.

This warranty does not cover any product that has been subject to misuse, neglect, negligence, or accident, or that has been operated in any way contrary to the operating instructions as specified in the user manual. This warranty does not apply to any damage to the product that is the result of improper maintenance, damage during shipping, or to any product that has been altered or modified. The warranty does not extend to repairs made necessary by the use of parts or accessories which are either incompatible with the Proton or adversely affect its operation, performance, or durability.

Sportbot reserves the right to change or improve the design of the Product without assuming any obligation to modify products previously manufactured.

SPORTBOT D.O.O., ASSUMES NO RESPONSIBILITY FOR INCIDENTAL, CONSEQUENTIAL, OR OTHER DAMAGES, INCLUDING, BUT NOT LIMITED TO, THE EXPENSE OF RETURNING THE PRODUCT TO SPORTBOT, RENTAL OF A LIKE PRODUCT DURING THE TIME WARRANTY SERVICE IS BEING PERFORMED, TRAVEL, LOSS OR DAMAGE TO PERSONAL PROPERTY, LOSS OF REVENUE, LOSS OF USE OF THE PRODUCT, LOSS OF TIME, OR INCONVENIENCE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

IMPORT DUTIES & CUSTOMS FEES

All international shipments are sent under standard terms where import duties, taxes, brokerage fees, and customs charges are the sole responsibility of the buyer (importer of record). Sportbot d.o.o. does not collect, prepay, or reimburse these fees and has no control over the amounts charged by local customs authorities.

If the buyer refuses to pay the required import duties or customs charges, the shipment will be held, returned, or destroyed by the carrier in accordance with local regulations. A refusal to pay import duties does not constitute a valid reason for cancellation, refund, chargeback, or return, as Sportbot has fulfilled its shipping and delivery obligations.

If the shipment is returned to Sportbot due to the buyer's refusal to pay import duties, the buyer remains responsible for all return shipping costs, customs handling fees, storage fees, and any additional charges imposed by the carrier.

Sportbot will not issue a refund under any circumstances if delivery fails because the buyer refused to pay the required import duties or customs fees. If the shipment is destroyed or abandoned as a result of non-payment of import duties, no refund will be provided.

RETURNS

If for any reason you wish to return your Product you may return it to us in "like-new" condition within 30 days of purchase, subject to a 10% restocking fee. Customer is responsible for return shipping. Damages to the Product that require repair will be done at the customers expense in addition to the restocking fee.

Sportbot, d.o.o.
Kamnik, Slovenia