

V3 Upgrade/Retrofit Return Policy:

- **The V3 Upgrade/Retrofit consists of the following components: Communications Module (installed onto the internal circuit board of the QBOT Head), the Version 3 firmware, and service to the QBOT Drive Assemblies. [Parts and Service associated with drive assemblies is permanent and therefore they cannot be returned to their original condition.]**
- **If you wish to return the Upgraded/Retrofitted V3 QBOT Head, and have us downgrade the firmware (returning it to an earlier version), you may do so for a 50% refund of the purchase price, under the following terms*:**
 1. Authorization is obtained from LiTen Up Technologies; contact us [via email](mailto:orders@myqbot.com) to orders@myqbot.com with transaction ID within 7 days of receipt of order. (Complete details will be provided at that time.)
 2. Shipping fees and Transaction/Processing fees are not refundable.
 3. A firmware downgrade to previous firmware version reinstitutes the remaining original warranty coverage of the QBOT Head.

***due to the nature of this upgrade/retrofit, a 100% refund is not available.**