

Warranty & Repair

Warranty



If your Neato is still under warranty and you could not resolve the issue with your robot, you can get further assistance by contacting customer service [here](#). You can also find product warranty details in the Neato Robotics [Limited Warranty](#).

Repair **neato** authorized repair center

If your robot is out of warranty, Neato recommends contacting an authorized repair facility.

- In the United States or Canada, [Funai](#) is an authorized repair facility.
- In the United States or Canada, [iFixRobot](#) is an authorized repair facility.
- In the European Union, [LetMeRepair](#) is an authorized repair facility.
- For all other countries, please contact the authorized partner where you purchased your robot for assistance.

Neato Robotics, Inc. Limited Manufacturer's Warranty

Subject to the terms and conditions hereof, Neato Robotics, Inc. warrants to the original purchaser ("you" or "your") that your Neato Robotics hardware product ("Product"), excluding batteries, shall be free from defects in material and workmanship for 1 year from the original date of purchase. In the case of batteries, a Warranty Period of six (6) months shall apply and 'Warranty Period' shall be read accordingly throughout this document. In the case that the Product purchased is a Neato- Certified Refurbished product, a Warranty Period of three (3) months shall apply and 'Warranty Period' shall be read accordingly throughout this document. You may also find the full details of this limited warranty by selecting your Product in the Online Support section of our website at www.neatorobotics.com. Except where prohibited by applicable law, this warranty is nontransferable and is limited to the original purchaser. If you are dealing as a consumer this limited warranty does not affect your statutory rights.

Remedies

To the maximum extent permitted by applicable law, Neato Robotics' entire liability and your exclusive remedy for any breach of warranty during the applicable warranty period shall be, at Neato Robotics' option, (1) to repair or replace the Product, or (2) if Neato Robotics cannot reasonably repair or replace the Product to refund the price paid, provided that the Product is returned to the point of purchase or such other place as Neato Robotics may direct with a copy of the sales receipt or dated itemized receipt. Shipping and handling charges may apply except where prohibited by applicable law.

Neato Robotics may, at its option, use new or refurbished or used parts in good working condition to repair or replace any Product. Any replacement Product will be warranted for the remainder of the original warranty period or thirty (30) days from the date of shipment of the replacement Product, whichever is longer or for any additional period of time that may be applicable in your jurisdiction.

Contact Information:

CustomerCare@neatorobotics.com

Toll Free: +1-877-296-3286

Toll: +1-720-785-5047

5:00am – 9:00pm PST Monday-Saturday

3:00pm – 9:00pm PST Sunday

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions