

TOTAL SATISFACTION GUARANTEE

Protecting Your Investment with Flexible Returns, Price Protection & Upgrade Options

At Apollo Robotics, a division of Apollo Companies, Inc., we stand behind the long-term value of our robotics solutions—including robot dogs, robotic systems, Agentic AI platforms, and related hardware. Our Total Satisfaction Guarantee gives you complete peace of mind through three powerful commitments:

1. Full 30-Day Money-Back Guarantee

If you are not completely satisfied with your purchase for any reason, you may return it within thirty (30) days of the original purchase or delivery date for a **full refund** of the purchase price.

- Available to the original customer only.
- Product must be returned in good condition, complete with all original accessories, documentation, and packaging where practical.
- Refund issued to the original method of payment after inspection.
- This guarantee is in addition to our Limited Product Warranty and does not affect your rights under that warranty.

2. 90-Day Price Protection

If, within ninety (90) days of the original purchase date (as shown on your invoice or delivery receipt), you find the identical product advertised or offered at a lower price by a qualifying competitor, Apollo Robotics will **refund the difference** between the price you paid and the competitor's lower price.

Qualifying Products:

- New, unused products purchased directly from Apollo Robotics or Apollo Companies, Inc.
- Identical item: same manufacturer, exact model number, specifications, features, accessories, and manufacturer's warranty terms.
- Must be currently available and in stock from the competitor in new, sealed condition.

Qualifying Competitors:

- Authorized U.S.-based dealers or retailers.
- Price must be publicly advertised or verifiable in writing and currently available under comparable terms.

3. Anytime Upgrade Privilege

You may upgrade your Apollo Robotics product to a higher-specification model or enhanced system **at any time**.

- The original purchase price is applied as a full credit toward the new product's current selling price.
- You pay only the difference (plus any applicable taxes, shipping, installation, or configuration fees).
- The product being upgraded must be returned in good working condition, complete with original accessories and documentation.
- Upgrade must be to a qualifying higher-specification Apollo Robotics product (same product family or approved compatible system).
- Subject to current availability and pricing. Contact us to arrange your upgrade.

Exclusions (Applicable Across All Protections)

These protections do not apply to:

- Clearance, closeout, discontinued, demo, refurbished, open-box, or used items.
- Prices or offers from online marketplaces (e.g., Amazon Marketplace third-party sellers, eBay, auction sites), private individuals, gray-market, or international sellers.
- Typographical or pricing errors; membership-only, loyalty, or volume-discount pricing not available to the general public.
- Bundle or package deals that include different components or services; differences in shipping, taxes, installation, training, or support contracts.
- Custom-configured systems, leases, rentals, specially ordered items, standalone software licenses, RPA/AI agent subscriptions, or managed service agreements (unless explicitly included as identical product offerings).
- Products not purchased directly from Apollo Robotics / Apollo Companies, Inc., or claims submitted without required documentation.

How to Exercise Your Total Satisfaction Rights

1. Contact us promptly (within the applicable timeframe for money-back or price protection claims).

2. Provide your original invoice or proof of purchase, and (for price protection) clear evidence of the lower price (dated ad, official quote, or screenshot with URL, model, price, and availability).
3. For upgrades or returns, follow our instructions regarding product condition, return shipping, and inspection.
4. We will verify and process your request (typically within 5–10 business days for price protection refunds).

Limitations

- Limited to the original purchaser and one claim per product for price protection.
- Maximum price-protection refund equals the difference on the product purchase price only (excludes taxes, shipping, and handling).
- Apollo Robotics / Apollo Companies, Inc. reserves the right to verify all information and approve or deny any claim at its sole discretion if conditions are not fully met.
- These protections are not transferable and cannot be combined with other discounts or promotions unless stated otherwise.

Contact Us

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This Total Satisfaction Guarantee incorporates and expands upon our standard 30-Day Money-Back Guarantee and Limited Product Warranty. It does not alter the terms of the Limited Warranty. For complete Terms and Conditions, visit our website or contact us.

Apollo Companies, Inc. is a family-owned, Texas HUB-certified company and Xerox Platinum Authorized Solution Provider.