



Return Policy

We have a 30-day return policy, which means you have 30 days after receiving your item to request a return.

To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase. Please take photographs of the condition received with the location and time stamp active.

To start a return, you can contact us at info@robosol.net If your return is accepted, we'll send you a return shipping label, as well as instructions on how and where to send your package. Items sent back to us without first requesting a return will not be accepted.

You can always contact us for any return question at info@robosol.net

Damages and issues

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right. Again please take the necessary photographs of the packaging damage with your time stamp and location enabled.

Exceptions / non-returnable items

We also do not accept returns for hazardous materials, flammable liquids, or gases. Please get in touch if you have questions or concerns about your specific item. Again take the necessary photographic evidence of the packaging condition and contents and e-mail them to use at info@robosol.net

Unfortunately, we cannot accept returns on sale items.

Exchanges

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

Refunds

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process and post the refund too.

Privacy Policy

This Privacy Policy describes how Robosol.net (the "Site" or "we") collects, uses, and discloses your Personal Information when you visit or make a purchase from the Site.

This Wordpress web site uses 3rd party plugins, WooCommerce, MailChimp and 2Checkout Payment Gateway. Each of these plugins has their own privacy policy which we have provided you with an overview plus links to their Privacy Policy.

Collecting Personal Information

When you visit the Site, we collect certain information about your device, your interaction with the Site, and information necessary to process your purchases. We may also collect additional information if you contact us for customer support. In this Privacy Policy, we refer to any information that can uniquely identify an individual (including the information below) as “Personal Information”. See the list below for more information about what Personal Information we collect and why.

Device information

- Examples of Personal Information collected: version of web browser, IP address, time zone, cookie information, what sites or products you view, search terms, and how you interact with the Site.
- Purpose of collection: to load the Site accurately for you, and to perform analytics on Site usage to optimize our Site.
- Source of collection: Collected automatically when you access our Site using cookies, log files, web beacons, tags, or pixels.
- Disclosure for a business purpose: shared with our processor WooCommerce, and Mailchimp.
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Order information

- Examples of Personal Information collected: name, billing address, shipping address, payment information (including credit card numbers), email address, and phone number.
- Purpose of collection: to provide products or services to you to fulfil our contract, to process your payment information, arrange for shipping, and provide you with invoices and/or order confirmations, communicate with you, screen our orders for potential risk or fraud, and when in line with the preferences you have shared with us, provide you with information or advertising relating to our products or services.
- Source of collection: collected from you.
- Disclosure for a business purpose: shared with our processor WooCommerce, Mailchimp and 2Checkout
- payment gateway.

Customer support information

- Examples of Personal Information collected:
- Purpose of collection: to provide customer support.
- Source of collection: collected from you.
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Minors

The Site is not intended for individuals under the age of 18. We do not intentionally collect Personal Information from children. If you are the parent or guardian and believe your child has provided us with Personal Information, please contact us at the address, info@robosol.net, to request deletion.

Sharing Personal Information

We share your Personal Information with service providers to help us provide our services and fulfil our contracts with you, as described above. For example:

- We use WooCommerce to power our online store. You can read more about how WooCommerce uses your Personal Information here: <https://docs.woocommerce.com/document/marketplace-privacy/>
- We may share your Personal Information to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other lawful request for information we receive, or to otherwise protect our rights.

Behavioural Advertising

As described above, we use your Personal Information to provide you with targeted advertisements or marketing communications we believe may be of interest to you. For example:

- We use Google Analytics to help us understand how our customers use the Site. You can read more about how Google uses your Personal Information here: <https://policies.google.com/privacy?hl=en>. You can also opt-out of Google Analytics here: <https://tools.google.com/dlpage/gaoptout>.
- We share information about your use of the Site, your purchases, and your interaction with our ads on other websites with our advertising partners. We collect and share some of this information directly with our advertising partners, and in some cases through the use of cookies or other similar technologies (which you may consent to, depending on your location).
For more information about how targeted advertising works, you can visit the Network Advertising Initiative's ("NAI") educational page at <http://www.networkadvertising.org/understanding-online-advertising/how-does-it-work>.

You can opt out of targeted advertising by following the below links:

FACEBOOK - <https://www.facebook.com/settings/?tab=ads>

GOOGLE - <https://www.google.com/settings/ads/anonymous>

Additionally, you can opt out of some of these services by visiting the Digital Advertising Alliance's opt-out portal at: <http://optout.aboutads.info/>.

Using Personal Information

We use your personal Information to provide our services to you, which includes: offering products for sale, processing payments, shipping and fulfilment of your order, and keeping you up to date on new products, services, and offers.

Lawful basis

Pursuant to the General Data Protection Regulation ("GDPR"), if you are a resident of the European Economic Area ("EEA"), we process your personal information under the following lawful bases:

- Your consent;
- The performance of the contract between you and the Site;

- Compliance with our legal obligations;
- To protect your vital interests;
- To perform a task carried out in the public interest;
- For our legitimate interests, which do not override your fundamental rights and freedoms.

Retention

When you place an order through the Site, we will retain your Personal Information for our records unless and until you ask us to erase this information. For more information on your right of erasure, please see the 'Your rights' section below.

Automatic decision-making

If you are a resident of the EEA, you have the right to object to processing based solely on automated decision-making (which includes profiling), when that decision-making has a legal effect on you or otherwise significantly affects you. We DO NOT engage in fully automated decision-making that has a legal or otherwise significant effect using customer data.

Our processor Shopify uses limited automated decision-making to prevent fraud that does not have a legal or otherwise significant effect on you.

Services that include elements of automated decision-making include:

- Temporary denylist of IP addresses associated with repeated failed transactions. This denylist persists for a small number of hours.
- Temporary denylist of credit cards associated with denylisted IP addresses. This denylist persists for a small number of days.

Your rights

GDPR

If you are a resident of the EEA, you have the right to access the Personal Information we hold about you, to port it to a new service, and to ask that your Personal Information be corrected, updated, or erased. If you would like to exercise these rights, please contact us through the contact information below

Your Personal Information will be initially processed in Ireland and then will be transferred outside of Europe for storage and further processing, including to Canada and the United States.

Cookies

A cookie is a small amount of information that's downloaded to your computer or device when you visit our Site. We use a number of different cookies, including functional, performance, advertising, and social media or content cookies. Cookies make your browsing experience better by allowing the website to remember your actions and preferences (such as login and region selection). This means you don't have to re-enter this information each time you return to the site or browse from one page to another. Cookies also provide information on how people use the website, for instance whether it's their first time visiting or if they are a frequent visitor.

We use the following cookies to optimize your experience on our Site and to provide our services.

Changes

We may update this Privacy Policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal, or regulatory reasons.

Contact

For more information about our privacy practices, if you have questions, or if you would like to make a complaint, please contact us by e-mail at info@robosol.net

Last updated: 08/04/2021

If you are not satisfied with our response to your complaint, you have the right to lodge your complaint with the relevant data protection authority. You can contact your local data protection authority, or our supervisory authority here: <https://edps.europa.eu/en>

Cookie management for 2Checkout myAccount Overview

A cookie is a small text file that a website places on a user's computer (including smartphones, tablets, or other connected devices) to store information about the user's activity. Throughout the world, regulating entities see cookies as a "persistent identifier", thus falling under the rules applied to protect Internet users' personal information.

Regulatory entities:

- For EU – [GDPR](#), [ePrivacy Directive](#), [Cookies and other tracking technologies](#)
- National regulations (per country) on privacy and protection of personal information

Availability

All shoppers have access to the myAccount customer portal. Consequently, all of them will be seeing the cookie consent displayed (in one form or another, depending on where they are located when they access the portal. See more details below).

Out-of-the-box enhancement by 2Checkout

For shoppers in California (USA) and the European Union, 2Checkout uses three types of cookies:

- Strictly necessary (mandatory) – These cookies help protect shoppers' data available during and after logging into their 2Checkout myAccount and cannot be disabled.
- Preference (optional) – These cookies are used to remember customers' choices during navigation through their 2Checkout myAccount, such as pagination selection or list types.
- Statistics (optional) – These cookies help 2Checkout understand the shoppers' interaction with their customer myAccount, so that our system can identify issues and continuously improve the overall experience shoppers have. Data is collected and reported anonymously.

2Checkout collects consent upon the shoppers' 1st access in myAccount through a footer ribbon where the user can:

- Accept all cookies – This will check all the above 3 types of cookies
- Customize settings/Do not sell my info (for California users only) – This will enable the user to check any cookies other than the mandatory ones

Access the 2Checkout [cookie policy](#).

Once the shopper performs an action on the footer ribbon, this will not be shown during any other subsequent accessing of the portal (for a one-year period). A link to "Cookie settings" will be available (bottom right corner), where the user will be able to change options for the optional types of cookies at any time. After one year, the footer ribbon will, once again, be displayed, to collect consent for the placed cookies.

Mailchimp

Mailchimp takes data privacy seriously. This privacy policy explains who we are, how we collect, share and use Personal Information, and how you can exercise your privacy rights.

We recommend that you read this privacy policy in full to ensure you are fully informed. However, to make it easier for you to review the parts of this privacy policy that apply to you, we have divided up the document into sections that are specifically applicable to [Members](#) (Section 2), [Contacts](#) (Section 3), and [Visitors](#) (Section 4). Sections 1 and 5 are applicable to everyone.

If you have any questions or concerns about our use of your Personal Information, then please contact us using the contact details provided at the end of Section 5. To the extent we provide you with notice of different or additional privacy policies, those policies will govern such interactions.

Please follow this link for the full MailChimp privacy policy.

<https://mailchimp.com/legal/privacy/>