

***We Build The
World's Finest
Reconnaissance
Robots and Stand
Behind Them***



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RECON ROBOTICS™

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**Know
Before
You Go®**

Our Pledge To You

1. **Easy access:** you can always contact a human directly by phone or email.
2. **Real customer service:** the person who answers the phone has authority to solve your problem.
3. **Zero downtime:** a loaner unit is shipped the same day you report a problem.
4. **No-cost returns:** you don't pay for any customer service shipments.
5. **Proactive resolution:** after you inform us of a problem, we don't rest until it has been resolved.
6. **Open communication:** you will receive transparent and honest information through all stages of a repair.
7. **No "lemons:"** if one of your robots or OCUs is repaired because of a warranty issue and the same issue happens again, we will replace your equipment.
8. **Fast turnaround:** your repaired equipment will be shipped back within one business week.
9. **Quality assurance:** you will receive a follow-up call to ensure that the problem has been resolved.
10. **WOW:** we want you to be 100% satisfied with your ReconRobotics equipment.

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