

Procedure for Contacting Shape Robotics for Product Servicing



1. Gather Product Information

- 1.1. Product Details:** Identify the product model, serial number, and date of purchase.
- 1.2. Proof of Purchase:** Locate the original receipt or invoice to confirm the warranty status.
- 1.3. Warranty Status:** Verify if the product is still under warranty. This information can typically be found in the warranty documentation provided with the product or by checking the purchase date.

2. Prepare a Detailed Description of the Issue

- 2.2. Issue Description:** Write a clear and concise description of the problem, including when it started and any troubleshooting steps already taken.
- 2.3. Supporting Evidence:** If possible, take photos or videos demonstrating the issue. This can help Shape Robotics better understand the problem.

3. Contact Shape Robotics

- Via e-mail:
 - E-mail address: help@shaperobotics.com.
 - **Subject Line:** Include the product model and the issue (e.g., “Fable Hub - Connectivity Issue”).
 - **E-mail Content:**
 - Include your contact information (name, phone number, email address).
 - Provide the product details, proof of purchase, and a detailed description of the issue.
 - Attach any supporting evidence (photos, videos, etc.).
- Via phone:
 - Call the customer service number provided on Shape Robotics’ website or in the product documentation.
 - Be ready to provide the product details and a description of the issue over the phone.

4. Await Response

Shape Robotics undertakes to typically respond within 2 to 5 business days. If no response is received within the expected time, follow up via e-mail or phone.

5. Servicing Options

5.1. Under Warranty: If the product is under warranty and the issue is covered, Shape Robotics will provide instructions on how to return the product for repair or replacement.

5.2. Out of Warranty: If the product is no longer under warranty, Shape Robotics will provide a quote for the repair or suggest alternative solutions.

6. Shipping Instructions

If required to ship the product to Shape Robotics:

- **Packaging:** Pack the product securely to prevent any damage during transit.
- **Shipping Label:** Follow any specific instructions provided by Shape Robotics, such as including a return authorization number or using a provided shipping label.
- **Tracking:** Use a shipping method that provides tracking to ensure the product reaches Shape Robotics.

7. Confirmation and Follow-up

- **Receipt Confirmation:** Once Shape Robotics receives the product, they will confirm receipt and provide an estimated time for repair or replacement.
- **Progress Updates:** Stay in contact with Shape Robotics for updates on the servicing progress.
- **Final Confirmation:** Upon completion of the service, Shape Robotics will notify you, and the product will be returned or replaced as agreed.

8. Post-Service Review

- **Test the Product:** After receiving the serviced product, test it thoroughly to ensure the issue has been resolved.
- **Provide Feedback:** Consider providing feedback to Shape Robotics on the servicing experience to help us improve our customer support.