

# How to ship your Neato?

## Before shipping your Neato to us

### 1. You placed an order on our site.

Do not ship to us, unless an order has been placed.

### 3. All Shipping services are processed within a 24-48 hour window.

Note you will be receiving an email confirmation.

### 4. Boxing for shipping:

We request you to make sure your Neato is very secure. Strongly recommend you purchase our box and packaging if you do not have your original box and packaging. As we provide the original packaging material that has been approved by Neato.

### 2. Selected a shipping option:

- Box, Packing, and Shipping
- Shipping Label, I'll provide a box
- Decline, I'll provide own box and shipping method

### 3. How to package before shipping?

- Batteries are disconnected
- Dust bin has been cleaned out
- Charging Station is not required to be returned
- Any upgraded items you have purchased that is not original to your Neato, do not ship to us (EX. Filters, Brushes, or Cleaning solutions)

### 5. You are Ready to Ship to us!

We look forward to receiving your Neato model and hope we can get it back up and running!

