

### **NOTICE FOR COLLEGE TEAMS PARTICIPATING IN ROBOCON 2018**

With the release of ROBOCON 2018 theme the preparations have begun in full swing in colleges all across India. We at Robu aim to assist and empower all Students and Tech Enthusiasts by making available the necessary parts/products/components, which will be required for building the robots to the best of our ability.

In order to help you better we request you to follow the below procedure so that all communications between us are streamlined.

- 1) In case of any product/material requirement or Quotation please submit a ticket on our website in the “SUPPORT” section and send an Excel file with the following details filled in the format given below :-

SKU Number	Name of Product	Quantity Required	Price

- 2) If the product you are looking for is not available the please give us as many details as you can regarding the product such as :-
  - i) Product Name
  - ii) Any link/url re-directing to the product
  - iii) Technical specifications

Our team will let you know whether or not we can make the product available for you and also the Lead Time/Payment Terms.

- 3) All queries are to be submitted in the form of tickets which match your query for fastest resolution. In case you aren't able to find your query in our “KNOWLEDGEBASE SECTION” then you can go ahead and mail your query at [info@robu.in](mailto:info@robu.in)

**FAQ's :**

**1) We want to discuss payment terms for our college**

**Ans:** Please mail your request/query in proper detail at [info@robu.in](mailto:info@robu.in).

**2) Can you provide technical assistance?**

**Ans:** We will do our best to troubleshoot any issues regarding malfunctioning/working issues of the products you have purchased. We would have loved to have been able to provide more assistance on topics apart from product based queries but due to time and manpower constraints we won't be able to do so.

**3) Can we come pickup the products / buy the products off the counter?**

**Ans:** We are an online store and do not sell products off the shelf like a regular retail store. You will have to place an online order for any product you wish to purchase and they will be delivered to your doorstep by our delivery partners.