EXPLORIST.LIFE SERVICES · PRE-BUILT SYSTEMS

Pre-Built Systems: Cancellations, Returns + Refunds

Every pre-built system is designed and built to order for your rig, so pre-builts have their own policy, separate from our standard **Refund and Returns Policy**. If you cancel, what you get back depends on your build stage on the day we receive your request.

WHAT YOU PAID FOR

Your order has three parts

Products
Your EXPLORE kit and components.

Build services
Our design, planning, assembly, programming, testing and packaging labor.

Custom materials
Your enclosure, cut panels, mounting materials and crate, ordered or made for your system.

Each part has its own refund rule, shown in the chart on the next page. Your pre-built price also includes freight, which is refunded in full if we haven't booked it yet.

CANCELLATIONS

How to cancel

Email **info@explorist.life** or **support@explorist.life**, or submit a request in your client portal. Your cancellation takes effect on the business day we receive it, and we'll confirm it in writing.

Cancelling cancels your whole order, kit and parts included, unless you ask to cancel only the build.

4% **A 4% cancellation fee comes off every refund,** the same as our standard order cancellation fee. It covers card processing fees we can't get back. On a build-only cancellation, it comes off the build services only.

YOUR BUILD STAGES

We'll keep you posted

We'll email you when your build moves to a new stage, starting with your **Production Notice**, which includes your production date. That notice goes out once we've reviewed your build details form, signed agreement and payment.

HAVEN'T HEARD FROM YOU?

30-day rule

If we don't receive your build details form, or information we've asked for, within 30 days, we'll cancel your order and refund it, minus the 4% cancellation fee.

CANCELLATIONS

What you get back, stage by stage

YOUR BUILD STAGE	PRODUCTS	BUILD SERVICES	CUSTOM MATERIALS
1 **Ordered** Starts at purchase	**100% refunded** Or keep them with a build-only cancel	**100% refunded**	**Not ordered yet** Refunded in full
2 **In review** You submit your build details form	**100% refunded** Or keep them with a build-only cancel	**100% minus $200** $200 design fee	**Not ordered yet** Refunded in full
3 **Production started** We send your Production Notice	**Unused: 100%** Can no longer ship to you separately	**75% refunded**	**Not refundable** Including Featherbuilt enclosures
4 **Build in progress** First wire cut or first part mounted	**Installed: 50%** Unused: 100%. Cut wire, lugs + terminals: $0	**50% refunded**	**Not refundable** Including cut hex ply
5 **Build complete** Assembled, in programming or testing	**Installed: 50%** Unused: 100%. Consumables: $0	**Not refundable**	**Not refundable**
6 **Final testing** Passes final testing, crated or shipped	**No cancellation. Your system ships as ordered.**		

Freight: if we haven't booked your freight yet, we refund it in full.

Then we subtract the 4% cancellation fee from the total refund.

KEEP YOUR PRODUCTS

Build-only cancellation

Before your Production Notice goes out, you can cancel just the build. We refund your build services (minus the $200 design fee if you've submitted your build details form) and ship your products to you under our standard shipping terms.

AFTER PRODUCTION STARTS

Nothing ships separately

Once production starts, your products are at our build shop. Products and partial assemblies can no longer be shipped to you. Unused products are refunded in full and installed products at 50%.

RETURNS

After your system arrives

- **Your finished system can't be returned.** It's built to your measurements and wired, programmed and tested before it ships. Pre-built systems aren't covered by our standard 30-day return window.
- **If we made a mistake,** like building a different system than you ordered or not following the measurements on your build form, email **info@explorist.life** and we'll make it right.
- **If it doesn't fit** because the measurements on your build form were off, that isn't a return. Email **info@explorist.life** with photos and we'll talk through options. Any changes or rebuilds are quoted and billed separately.

FREIGHT DAMAGE

If it arrives damaged

Unbox and inspect your system as soon as it's delivered. If anything is damaged or missing, email **info@explorist.life** within **14 days of delivery** with photos of the system and the crate. Damage reported after 14 days may not be eligible, since we can't tell whether it happened before or after delivery.

SHIPPED TO YOU

Batteries + solar panels

These ship straight to you. Once shipped, they aren't refunded under this policy, but they can be returned under our standard **Refund and Returns Policy**.

CUSTOM CABINETS

Sent us your own cabinet?

If you cancel after we've received it, we'll ship it back to you at your expense.

REFUNDS

How you're refunded

- You'll get a **written breakdown** showing your build stage, the stage dates and each amount refunded or kept.
- Your refund goes to your original payment method within 14 days of your cancellation.
- Approved change requests are non-refundable once we've started work on the change.

Questions? Email **info@explorist.life**.