Génération Robots
The European specialist for service robots

Contact us via our contact form by choosing "Support"

Give us as much of information as you can:

- Order / invoice number
- Defective product
- Name
- Phone
- Breakdown noted
- Pictures of your assembly or defective components

Remote analysis by the support team, you will receive an initial response within 48 business hours

The product is operational

Closed case

The product is defective

Replacement / Repair **NOT UNDER WARRANTY** (misuse)

Return at your expense

Replacement / Repair **UNDER WARRANTY**

Package damaged on receipt

Did you express reservations?
Send us pictures of the package

We will send you a return form + an RMA number

Send back the material and note the file number (RMA) on the package

Reception of the material & email confirmation from Génération Robots

If repair cost accepted by the customer

Repair or exchange

Return of the material