

FarmerMind AI — Refund and Returns Policy

Effective Date: April 30, 2026 | Last Updated: April 30, 2026 | Version: 1.0

1. Overview

This Refund and Returns Policy (“**Policy**”) describes how **FarmerMind AI LLC** (“**FarmerMind**,” “**we**,” “**us**,” or “**our**”) handles returns, exchanges, and refunds of the FarmerMind AI Cube and related hardware (the “**Device**”), as well as refunds of subscription fees for our Cloud Services.

This Policy is incorporated by reference into the FarmerMind **Terms of Use**. The **Warranty Policy** separately governs repair or replacement of Devices with manufacturing defects. In the event of a conflict between this Policy and the Warranty Policy, the Warranty Policy controls for warranty matters.

2. Summary of Return Options

You may have one of the following remedies:

- **14-Day Satisfaction Return** — a buyer-initiated return within 14 days of delivery, for any reason, subject to Section 3 (United States buyers only);
- **Warranty Claim** — repair, replacement, or refund of a Device with a covered manufacturing defect, governed by the **Warranty Policy**;
- **Order-Error Return** — return at FarmerMind’s expense when FarmerMind shipped the wrong product, a damaged product on arrival, or an incomplete order (Section 5);
- **Cloud Services Cancellation** — cancellation of a Farmer Analytics or other subscription, governed by Section 7.

3. 14-Day Satisfaction Return

3.1 Eligibility

To qualify for a 14-Day Satisfaction Return, **all** of the following must be true:

- The return is requested within **fourteen (14) calendar days** of the delivery date, as recorded by the shipping carrier;
- The Device was purchased directly from **farmermind.ai** and shipped to a United States address;

- The Device is returned in **like-new condition**, with no physical damage, no tamper evidence, no missing components, and no signs of misuse;
- The Device is returned in its **original packaging**, including all in-box items described in Section 4;
- The return is authorized in advance through the process in Section 9 (Return Merchandise Authorization).

3.2 Not Eligible

The 14-Day Satisfaction Return is **not available** for:

- Devices purchased from resellers, distributors, NGO partners, or any channel other than farmermind.ai (contact the original seller);
- Devices shipped to addresses outside the United States (international buyers are covered by the Warranty Policy only);
- Devices that show signs of a Tamper Event, as defined in the Device Security Policy;
- Devices sold as part of an NGO, institutional, or bulk order (see Section 6);
- Cloud Services subscription fees (see Section 7);
- Digital downloads, software unlock codes, or non-returnable consumables, if any.

3.3 Required In-Box Items

A qualifying return must include the following items in their original condition:

- The FarmerMind AI Cube;
- The 45W USB-C power adapter;
- The Micro HDMI to HDMI cable;
- The Quick Start Guide, EULA, and Welcome Letter;
- The product sticker and outer retail packaging.

FarmerMind may reduce the refund, or decline the return, if any item is missing, damaged, or shows evidence of use beyond reasonable inspection.

3.4 Return Shipping

The buyer pays return shipping for a 14-Day Satisfaction Return. We recommend a trackable, insured shipping method. FarmerMind is not responsible for Devices lost or damaged in transit during a buyer-initiated return.

3.5 No Restocking Fee

FarmerMind does not charge a restocking fee for a qualifying 14-Day Satisfaction Return.

4. Refund Processing

Once FarmerMind receives and inspects the returned Device, we will notify you of the outcome within **five (5) business days**. Approved refunds are issued to the **original payment method** used at purchase. Depending on your bank or card issuer, it may take an additional **five (5) to ten (10) business days** for the funds to appear in your account.

Refund amounts are calculated as follows:

- **Purchase price of the Device**, less any value reduction under Section 3.3;
- **Sales tax** collected at the time of purchase, where applicable;
- **Original outbound shipping charges are non-refundable**, except for an Order-Error Return under Section 5;
- **Return shipping costs are the responsibility of the buyer** for a 14-Day Satisfaction Return.

If the refund has not appeared within the period above, first contact your bank or card issuer. If the refund is still not posted, contact us at info@farmermind.ai.

5. Order Errors and Arrival Damage

FarmerMind will cover return shipping and issue a full refund, replacement, or equivalent, at your election, if:

- We shipped the wrong product;
- The outer packaging or Device arrived visibly damaged;
- The shipment is incomplete, with in-box items missing at delivery.

To qualify, you must **report the issue within seven (7) calendar days** of delivery and include photographs of the outer packaging, the Device, and any damage. See Section 9 for the reporting process.

6. Institutional, NGO, and Bulk Orders

Orders of **five (5) or more Devices** (including the Pilot 5-Pack, Village 10-Pack, District 50-Pack, and similar bulk SKUs) are **not eligible for the 14-Day Satisfaction Return**. These orders are covered by:

- The **Warranty Policy**, for Devices with manufacturing defects;
- Section 5 (Order Errors and Arrival Damage);
- Any separately negotiated written purchase agreement between FarmerMind and the buyer.

Institutional and NGO buyers with special return requirements should contact FarmerMind at info@farmermind.ai before placing an order to negotiate those terms in writing.

7. Cloud Services Cancellations and Refunds

Farmer Analytics and other Cloud Services are billed on a subscription basis. You may cancel at any time from your account or by contacting info@farmermind.ai. Cancellation takes effect at the **end of the then-current billing period**.

We do **not** provide pro-rated refunds for partial billing periods, except where required by applicable law. Subscription fees already paid for the current billing period are non-refundable unless:

- Applicable consumer-protection law requires a refund;
- FarmerMind materially reduces or discontinues the Service during the paid period; or
- A billing error occurred, in which case we will correct it promptly.

8. OFAC-Blocked, Canceled, or Refused Orders

If FarmerMind cancels or refuses an order for any of the following reasons, you will receive a **full refund** of any amount charged, including outbound shipping:

- The order violates U.S. export-control or sanctions laws, including shipment to a comprehensively sanctioned country or region;
- The buyer or recipient is identified on a U.S. government restricted-party list;
- The order is flagged as fraudulent or associated with unauthorized use of a payment method;
- Inventory, pricing-error, or specification-error corrections under the Terms of Use;
- A shipping address is invalid or cannot be delivered to by our carriers.

Refunds under this Section are processed within the time frames in Section 4.

9. How to Request a Return or Refund

Before returning any Device, you must request a **Return Merchandise Authorization (RMA)** by emailing info@farmermind.ai with:

- Your order number and the email address used at purchase;
- The Device serial number, found on the product sticker;
- The reason for the return (satisfaction, order error, arrival damage, etc.);
- Photographs, if the return involves damage, incorrect items, or a missing item;
- Your preferred remedy (refund, replacement, or exchange, where applicable).

FarmerMind will respond within **three (3) business days** with an RMA number and return instructions, or with a request for additional information. **Devices returned without a valid RMA number may be refused or delayed.**

10. Chargebacks and Payment Disputes

We ask that you contact us first to resolve any order issue before initiating a chargeback with your bank or card issuer. Filing a chargeback without first contacting us may delay resolution and may result in suspension of Services under the Terms of Use, including refusal of future orders.

11. Consumer Rights

Nothing in this Policy limits rights you have under applicable consumer-protection laws that cannot be waived by contract, including, where applicable, statutory cooling-off rights, remedies for non-conformity, and remedies for breach of implied warranty.

12. Policy Updates

FarmerMind may update this Policy from time to time. Material changes will be notified consistent with Section 19 of the Terms of Use. The “Last Updated” date at the top of this Policy indicates when it was most recently revised.

13. How to Contact Us

FarmerMind AI LLC

Email: info@farmermind.ai