

Refund & Cancellation Policy

Last updated: April 4, 2026

This document is provided for informational purposes. The most current version is always available at rigshare.app. In the event of any conflict between this document and the online version, the online version shall prevail.

Overview

This policy outlines how refunds, cancellations, and returns are handled for the RIGShare Robotics & AI Division. This covers rentals of GPU compute, industrial robotics, humanoid robots, autonomous drones, AI infrastructure, 3D printing equipment, and IoT sensors. This policy is part of our Terms of Service and is supplemented by the Robotics & AI Addendum.

Renter Cancellations — Physical Equipment

For physical equipment rentals (robotics, drones, 3D printers, IoT sensors):

- 7+ days before rental start: 100% of rental amount
- 3–6 days before: 75% of rental amount
- 1–2 days before: 50% of rental amount
- Same day / no-show: No refund

Refunds processed within 5–10 business days.

Service Fee Retention: RIGShare's 7% Renter service fee is non-refundable on all Renter-initiated cancellations.

Protection Plan Fees: Refunded in full for cancellations 3+ days before; non-refundable for fewer than 3 days.

High-Value Rental Exception: For rentals exceeding \$5,000, same-day cancellations receive a 25% refund for unused full days.

Renter Cancellations — Remote-Access Equipment

For remote-access rentals (GPU compute, AI infrastructure, cloud-connected equipment):

- Before session starts: 100% refund
- Within first hour of active session: 75% refund
- After first hour: No refund for used time

Remote-access rentals do not require a security deposit or equipment protection plan.

Owner-Initiated Cancellations

Owner cancellation: 100% refund including all fees and Protection Plan costs. Failure to provide access at agreed time: 100% refund + \$50 platform credit.

Repeat Cancellation Penalties (rolling 90 days):

- 1st: Warning; reduced visibility 7 days.
- 2nd: Reduced visibility 30 days; listing flagged.
- 3rd: Listings suspended 14 days; must contact support.
- 4+: Account review and potential suspension.

Documented equipment breakdown or emergency is exempt.

Malfunction & Downtime Refunds

If equipment malfunctions or remote access becomes unavailable through no fault of the Renter:

- Tier 1 (Minor): Partial functionality. Owner has 24 hours to resolve. No refund.
- Tier 2 (Major): Significantly degraded. Unresolved within 24 hours. 50% prorated refund.
- Tier 3 (Critical): Completely unusable or remote access lost entirely. 100% refund.

Grace Period: Issues reported within 4 hours of rental start (or first remote connection) qualify for full refund regardless of severity.

Security Deposits — Physical Equipment

15% of total rental amount (minimum \$100, no maximum) as authorization hold.

- No damage: Released within 48 hours of return.
- Damage reported: Held during dispute resolution.
- Either party may appeal AI-assisted assessment within 48 hours.

Remote-access rentals (GPU compute, AI infrastructure) do not have a security deposit.

Equipment Protection Plan

Optional damage waiver for physical equipment only (NOT insurance):

- Basic (5%): Accidental damage. \$500 deductible.
- Standard (8%): Damage + theft. \$250 deductible.
- Premium (12%): Damage, theft, weather. \$0 deductible.

Non-refundable once rental begins. Refunded for cancellations 3+ days before. Always refunded for Owner-initiated cancellations and Force Majeure. Does not cover intentional misuse or unauthorized operators. Not applicable to remote-access rentals.

Early Return Policy

- No refund for unused days on rentals of 3 days or fewer.
- For 4+ day rentals: partial refund for unused full days, subject to 1-day minimum charge.
- Service fee and Protection Plan fees non-refundable upon early return.
- Does not apply to remote-access rentals — sessions run for full booked duration.

Rental Extensions

Physical Equipment: Must be requested 12+ hours before scheduled return. Subject to Owner approval. Protection Plan extends automatically.

Remote-Access Equipment: Subject to Owner approval and resource availability. Owner may terminate sessions exceeding booked time without approved extension. Overage billed at original hourly rate.

Service fee and Owner commission apply to extended periods.

Late Returns

Physical equipment only:

- Grace period: 2 hours. No charges, but must notify Owner.
- Late fees: 1.5x daily rate per day (minimum 4 hours for partial day).
- Unreturned (48+ hours without communication): Deposit forfeited; account flagged.

Remote-access sessions end automatically at scheduled time.

Session Overages — Remote-Access

- 15-minute grace period. No additional charges.
- After grace period: Owner may terminate session without liability.
- If Owner permits continuation: 1.5x hourly rate in 30-minute increments.
- Repeat overage offenders may face account restrictions.

Force Majeure

Neither party liable for events beyond reasonable control (natural disasters, government orders, data center outages, internet backbone failures, widespread power failures). 100% refund for affected period. No penalties.

For Remote-Access Equipment: Force majeure does NOT include individual Owner hardware failures, local network issues, or maintenance outages — these are covered under Malfunction & Downtime provisions.

Delivery Fees

Delivery fees for physical equipment are non-refundable once confirmed. Delivery damage claims must be filed directly with the delivery provider.

Service Fees

RIGShare's 7% Renter service fee is non-refundable on all Renter-initiated cancellations, regardless of timing. On Owner-initiated cancellations and equipment malfunctions qualifying for a full refund, the service fee is refunded in full.

Dispute Resolution

Refund disputes processed through RIGShare's AI-assisted dispute resolution system. Appeals within 48 hours to support@rigshare.app. Unresolved disputes settled through binding arbitration in Bexar County, Texas.

Policy Modifications

RIGShare reserves the right to modify this policy at any time. Changes take effect when posted. RIGShare may modify cancellation terms on a case-by-case basis.

Contact

Questions about refunds or cancellations? Contact us at support@rigshare.app or write to RIGShare LLC, 17503 La Cantera Pkwy Ste 104 # 25, San Antonio, TX 78257.