



Volume Sales FAQ

Q- How do I become an Authorized Dealer?

A- To become an Authorized Dealer, please complete the online application located at www.irobot.com/volumesales. To avoid delays please be as detailed as possible when completing the form.

Q- What discounts are offered as an Authorized Dealer?

A- Any discounts will be provided upon approval to the program.

Q- How do I compete with others in the retail space?

A- All Authorized Dealers must abide by iRobot's Trade Policies which includes MAP pricing.

Q- How do I become a repair/warranty center for your products?

A- iRobot has a web-based warranty center and understands that stores build repeat business by offering service to customers, so the ability to sell the full line of replacement accessories is available to retailers.

Q- Where do repair requests go?

A- Repair requests are received by customer care specialists that can be contacted by phone at 877-855-8593 during the following hours:
-Monday- Friday 9am-7pm (EST)
-Saturday – 9am-6pm (EST)
-Sunday Closed

Q- Do you have any order minimums to become an Authorized Dealer?

A- All Authorized Dealers must purchase a minimum of four robots per order.

Q- Do you have refurbished items available?

A- iRobot has a sole distributor for refurbished merchandise and is not looking to expand at this time.

Q- Do you offer Drop Ship programs?

A- iRobot does not offer drop shipments at this time. All items must be shipped to a single location.

Q- Does iRobot support international shipping?

A- iRobot currently only supports domestic sales for its Authorized Resellers.