



WAAY

BEFORE ORDERING OUR PRODUCT, IT IS YOUR RESPONSIBILITY TO MAKE SURE THE SELECTED PRODUCTS WILL FIT AND WORK AS INTENDED IN YOUR DESIRED LOCATION. WE HAVE CUSTOMER SERVICE REPRESENTATIVES AND TUTORIAL VIDEOS READILY AVAILABLE THAT PROVIDE AMPLE AMOUNTS OF INFORMATION NEEDED BEFORE YOUR PURCHASE. OTHERWISE, WE WILL ASSUME YOU UNDERSTAND THE STEPS TO INSTALL OUR PRODUCT PROPERLY AND USE IT SAFELY.

WARRANTY

THE WAAY DOOR SMART SYSTEM IS SUPPORTED BY WAAY, LLC

WAAY LLC'S ONE YEAR LIMITED WARRANTY

WARRANTY FOR THE WAAY DOOR SMART SYSTEM IS 1 YEAR ON HARDWARE AND 30 DAYS ON ELECTRONICS.

CUSTOMERS MUST NOTIFY WAAY, LLC OF ANY DAMAGE WITHIN 48 HOURS OF RECEIPT OF GOODS. ALL RETURNS ARE SUBJECT TO 30% RESTOCKING FEE AND THE COST OF RETURN SHIPPING. WHEN RETURNING AN ITEM, THE ITEM MUST HAVE AN RMA. BEFORE AN RMA CAN BE ISSUED, THE CUSTOMER MUST PROVIDE CLEAR PHOTOS OF THE DEFECT OR PRODUCT CONDITION AND MUST INCLUDE THE ORIGINAL PACKAGING. PLEASE EMAIL US AT INFO@WAAYHOME.COM TO RECEIVE AN RMA NUMBER. ALL RETURNED MERCHANDISE MUST BE IN THE ORIGINAL CONDITION, AND MUST INCLUDE THE ORIGINAL BOX, FACTORY PACKAGING AND ALL INSTRUCTION BOOKLETS AND PAPERWORK. RETURNED ITEMS MUST BE SHIPPED THE EXACT WAY THEY WERE RECEIVED. THE RMA NUMBER OR ANY OTHER INSCRIPTIONS MUST NOT BE WRITTEN OR PRINTED ON THE PRODUCT BOX OR PACKAGING. WE WILL NOT PROCESS THE RETURN IF ANY OF THESE CONDITIONS ARE NOT FOLLOWED. IF MERCHANDISE IS RETURNED WITHOUT AN RMA, WE TAKE POSSESSION OF THE ITEM(S) AND ANY REFUND IS FORFEITED.



WAAY

**RETURN EXCEPTIONS RESULT IN WE TAKE POSSESSION OF THE ITEM(S)
RETURNED AND ANY REFUND IS FORFEITED:**

- 1. ANY PRODUCT NOT PURCHASED DIRECTLY FROM WAAY, LLC.**
- 2. ANY PRODUCT WITHOUT A VALID, READABLE SERIAL NUMBER, INCLUDING BUT NOT LIMITED TO PRODUCTS WITH MISSING, DAMAGED, ALTERED, OR OTHERWISE UNREADABLE SERIAL NUMBER**
- 3. ANY PRODUCT THAT IS RETURNED WITHOUT ALL ORIGINAL PACKAGING AND ACCESSORIES, INCLUDING THE RETAIL BOX, MANUALS, CABLES, AND ALL OTHER ITEMS ORIGINALLY INCLUDED WITH THE PRODUCT**
- 4. ANY PRODUCT THAT EXHIBITS PHYSICAL DAMAGE OR ABUSE**

REFUNDS

PRODUCTS RETURNED WITH ALL ORIGINAL PARTS IN ORIGINAL FORM(UNOPENED BOX) WILL NOT BE CHARGED A PROCESSING FEE. A RESTOCKING FEE OF 30 PERCENT WILL APPLY TO THE VALUE OF MERCHANDISE RETURNED FOR A REFUND. IF THE OPERATOR WAS INSTALLED, MODIFIED, OR DAMAGED FROM IMPROPER HANDLING OR INSTALLATION; IT CANNOT BE RETURNED.

REFUNDS ARE APPLIED TO THE PAYMENT METHOD USED AT THE TIME OF PURCHASE 5-10 DAYS AFTER OUR RECEIPT OF THE RETURNED MERCHANDISE. WE WILL ONLY REFUND THE VALUE OF THE MERCHANDISE RETURNED, NOT THE SHIPPING COST.

DEFECTIVE MERCHANDISE

MERCHANDISE THAT IS DISCOVERED TO BE DEFECTIVE UPON RECEIPT WILL BE REPAIRED. YOU WILL RETURN DEFECTIVE MERCHANDISE FOR REPAIR IF DONE SO WITHIN 30 DAYS OF PURCHASE. CALL FOR A REPAIR AUTHORIZATION, IF MERCHANDISE IS RETURNED FOR REPAIR WITHOUT AUTHORIZATION, WE TAKE POSSESSION OF THE ITEM(S) AND ANY REFUND IS FORFEITED. ANY PRODUCT THAT EXHIBITS PHYSICAL DAMAGE OR ABUSE WILL FORFEIT ANY REPAIR OR REIMBURSEMENT.

DAMAGED MERCHANDISE

ALL PACKAGES ARE INSPECTED FOR DAMAGE PRIOR TO LEAVING OUR WAREHOUSE. IF YOUR MERCHANDISE IS DAMAGED DURING SHIPMENT BY THE SHIPPING COURIER, PLEASE CONTACT THE SHIPPING COURIER.