



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 2 YEAR ON HARDWARE AND 1 YEAR 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.



**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. OR AN
AUTHORIZED DEALER**
- 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.**