Returns, Refunds & Exchanges Policy

Effective date: 10/07/2025

HeliumDeploy (the "Distributor") strives to provide a straightforward and transparent shopping experience. This Policy explains how we handle definitions, network disclaimers, returns, exchanges, cancellations, shipping issues, warranties, digital items, and more.

1) Key Terms & Definitions

- **Distributor:** HeliumDeploy (also "we," "us," or "our").
- **Customer / Consumer:** The person or entity purchasing from the Distributor for end use (not for resale).
- Physical Product: Tangible hardware, accessories, or bundled items shipped to you.
- Digital Product: Intangible items delivered electronically (e.g., NFTs, licences, node activations, redemption codes).
- **Testnet:** A testing environment for decentralised networks prior to launch on mainnet.
- Mainnet: The live version of a decentralised network where real transactions occur.
- Decentralised Networks: Blockchain or distributed systems (e.g., Helium, GEODNET, WeatherXM).
- TGE (Token Generation Event): The event (or block height) when a project's tokens are minted/issued or otherwise activated for circulation.
- Node "Claimed" / "Activated": The point at which a node, licence, NFT, or digital
 entitlement is redeemed, linked, or turned on for a specific wallet/account/device
 (including through a redemption portal or app).
- **Order Confirmation:** The email/receipt you receive after checkout showing your order number, items, and payment details.

- **Proof of Purchase:** Your Order Confirmation or invoice showing the purchase date, item(s), and buyer details.
- **Shipping Date:** The date the carrier first scans and accepts custody of your parcel from our warehouse.
- Delivery: When carrier tracking shows the parcel delivered to the address provided (including delivery to a mailroom, reception, parcel locker, or other customary hand-off point).
- **Lost-in-Transit**: A shipment that fails to reach "Delivered" status and is confirmed lost by the carrier after its investigation.
- Return-to-Sender (RTS): A shipment the carrier returns to us (e.g., due to incomplete/incorrect address, repeated failed delivery attempts, refusal, or unclaimed pickup).
- Defective Unit / DOA (Dead on Arrival): A Physical Product that, without misuse or unauthorised modification, fails to operate materially in accordance with the manufacturer's specifications upon first use or within 30 days of delivery.
- RMA (Return Merchandise Authorisation): Our written approval and instructions for a return or exchange; items sent back without an RMA may be refused.
- Original Condition: The state of a Physical Product returned with all included accessories, cables, manuals, and original serial/IMEI labels intact and untampered, and with reasonable packaging to prevent damage in transit.
- **Unshipped Order:** An order for which no carrier pickup/acceptance scan has occurred (a label may exist, but the carrier has not taken custody).
- Order Cancellation Window: The period during which you may cancel an Unshipped Order under this Policy.
- Warranty / Manufacturer's Warranty: Post-sale defect coverage offered by the hardware manufacturer, typically a minimum of 1 year worldwide and up to 2 years in the EU/UK (subject to regional laws and the manufacturer's terms).
- **Business Day:** Monday–Friday in the relevant fulfilment region, excluding public holidays of that region.

2) Network Risk & Rewards Disclaimer

- **Independent role.** We supply Physical and Digital Products compatible with various decentralised networks; we do **not** operate, control, or guarantee any network, protocol, validator set, oracle, mapping service, or third-party software.
- No earnings or ROI promises. We make no representations or warranties—express
 or implied—regarding token rewards, profitability, return on investment, token price,
 uptime, coverage, or any financial outcome arising from product use.
- Project uncertainty. Network performance and continuity depend on third parties and factors outside our control, including governance decisions, firmware/API changes, geographic density, regulatory constraints, backhaul/ISP quality, power availability, and market conditions.
- **Testnet vs mainnet.** Testnet projects may never progress to mainnet; mainnets may change, pause, or cease operations. Features, tokenomics, and reward algorithms may change without notice.
- No investment advice. Our information (marketing, FAQs, estimates) is general product guidance only and not financial, investment, or legal advice. Perform your own due diligence.
- Your responsibilities. You're responsible for confirming fit-for-purpose, understanding
 project rules/tokenomics/eligibility, and complying with applicable laws and permits in
 your jurisdiction.

3) No Liability for Project Changes or Failures

- **Third-party systems.** Networks, apps, firmware, tokenomics, and backends are run by third parties; we don't control or guarantee their availability, continuity, or performance.
- Project changes. Outcomes may be affected by protocol/governance decisions, forks/upgrades, reward/emission changes, API/firmware updates (including deprecations), regional or regulatory limits, delistings, outages, or insolvency.
- No guarantees. We don't promise testnet
 →mainnet progression, uptime,
 whitelisting/eligibility, mapping inclusion, token reward rates, token price, ROI, or
 break-even timelines.

- Your responsibility. Site selection, installation, and power/internet quality are yours and materially affect results.
- Acknowledgment. By purchasing, customers accept the inherent risks of decentralised network projects and agree not to hold HeliumDeploy liable for the success, failure, or evolution of these networks, except where non-waivable law provides otherwise.
- Remedies for defects. If your Physical Product is defective within 30 days of delivery, see Section 4 (Returns & Exchanges) and Section 7 (Warranty).

4) Returns & Exchanges (Physical Products)

- Eligibility: We accept claims for defective/DOA units only, and only within 30 days of delivery. We can't accept "changed my mind" returns.
- What to keep: Keep all accessories/manuals and make sure serial/IMEI labels are intact.
- **Do not ship anything yet: Please don't send any packages.** If your return or exchange is **approved**, we'll **email you a prepaid return label** and instructions. Returns sent without our label/RMA may be refused.

How to submit a claim (choose one):

- 1. RMA Form (fastest)
- 2. HeliumDeploy Chat: Select "Return & warranty help."
- 3. Email: support@heliumdeploy.io

What happens next:

We may ask you to try simple troubleshooting. If approved, we'll issue an **RMA**, your **prepaid return label**, and return instructions. After we receive and inspect the item, we'll **send a replacement** (same model or equivalent if unavailable) or **issue a refund** to your original payment method. **After 30 days**, defects are handled under the **manufacturer's warranty** (Section 7).

5) Order Cancellations (Unshipped Orders)

You can cancel **physical-product** orders within **30 days of purchase** as long as the order hasn't shipped. For **digital products (NFTs)**, cancellation within 30 days is only available if the NFT hasn't been used to claim/activate a node; **no cancellations or refunds** are available once a node has been claimed/activated or once the project has reached **TGE**.

How to cancel: Use HeliumDeploy Chat (select "Help with my order") or email support@heliumdeploy.io with your order number.

6.1) Shipping & Fulfillment (How Shipping Works)

- Where we ship: We ship worldwide. Some countries/regions may be excluded due to manufacturer/project service limits, network availability, or legal restrictions. If a product is restricted in certain regions, this information will be shared on the product page.
- Our warehouses: We fulfill from three regions—United States, Canada, and Europe (Netherlands)—to keep delivery times and costs down.
- Routing logic:

Canada orders \rightarrow ships from Canada. EU & UK orders \rightarrow ships from within the EU (Netherlands) USA + Rest of World \rightarrow ships from the USA.

- International (non-Canada, non-EU) orders: These ship from the USA. A DDP (Delivered Duty Paid) option is offered at checkout for eligible destinations, so duties/taxes can be prepaid.
- EU deliveries (excluding UK): We offer Standard shipping from inside the EU. We do not collect duties/import fees for intra-EU deliveries (they aren't required). Exception: For Netherlands deliveries, we collect local sales VAT at checkout.
- UK deliveries (from the EU): We do not currently offer DDP to the UK. UK orders
 may be subject to VAT and import duties on delivery; these charges are the recipient's
 responsibility.
- Fulfillment-country variants (what the product page shows): Some products have variants tied to where stock is located.
 - If your EU order ships from within the EU, the product page will indicate "Import VAT included in price."

 If your EU order ships from outside the EU, 21% import VAT and taxes are not included; import duties & taxes are the recipient's responsibility.

Notes: Processing times, carrier choices, and delivery estimates are shown at checkout and on your order confirmation. If an item is on **pre-order/backorder**, the ship-from location and ETA may change based on inbound inventory.

6.2) Shipping Issues (Lost in Transit & Return to Sender)

If something goes wrong with delivery, tell us within 30 days of the shipping date. For lost-in-transit parcels (no delivery scan, carrier confirms loss) or return-to-sender parcels (e.g., incorrect/incomplete address, refused delivery, unclaimed pickup), contact us via HeliumDeploy Chat (select "Help with my order") or email support@heliumdeploy.io with your order number. We'll open a carrier investigation and, once confirmed, we'll reship your order or refund you. If the issue was due to an address error or refusal, we may offer reshipment with an additional shipping fee or a refund less non-recoverable shipping/handling costs where permitted. Please do not send any packages back on your own—if a return is needed, we'll provide a prepaid label and instructions.

7) Warranty (Manufacturer-Backed)

- First 30 days from delivery: If your unit is defective/DOA, contact us—we'll handle it under Section 4 (Returns & Exchanges).
- After 30 days: All defect claims are handled directly by the manufacturer. The
 manufacturer's warranty is a minimum of 1 year worldwide and up to 2 years in the
 EU/UK, in line with regional laws and the manufacturer's terms. It's the purchaser's
 responsibility to file the claim with the manufacturer.
- How to file (after 30 days): Use the manufacturer's support portal link provided on the HeliumDeploy product page. Have your proof of purchase and serial/IMEI ready.
 If you need your invoice re-sent or device details, reach us via HeliumDeploy Chat ("Return & warranty help") or support@heliumdeploy.io.

8) Digital Products (NFTs, licences, activations)

- Refund window: You may request a refund within 30 days of purchase.
- No refunds after activation/TGE: Refunds are not available once an NFT/licence has been used to claim or activate a node, or once the project has reached TGE—even if still within 30 days. Digital redemptions are irreversible.
- How to request: Use HeliumDeploy Chat (select "Help with my order") or email support@heliumdeploy.io with your order number and details.

9) How to Request a Return, Exchange, or Refund

For defective/DOA units (within 30 days of delivery), start with the <u>RMA Form (fastest)</u>. You can also use HeliumDeploy Chat (select "Return & warranty help") or email support@heliumdeploy.io.

For order cancellations (unshipped, within 30 days of purchase), use HeliumDeploy Chat (select "Help with my order") or email support@heliumdeploy.io with your order number.

For digital products (within 30 days, and only if not claimed/activated and before TGE), use **HeliumDeploy Chat** ("Help with my order") or email **support@heliumdeploy.io**.

For shipping issues (lost in transit or return to sender, within 30 days of the shipping date), contact us via HeliumDeploy Chat ("Help with my order") or support@heliumdeploy.io.

Important: Do not send any packages unless we approve the request—we'll provide an **RMA** and a **prepaid return label** when needed.

10) Costs & Risk of Loss

- Return shipping labels: If a return/exchange is approved, we'll email you a prepaid return label. Please don't ship anything on your own.
- Original shipping & fees: Original shipping/handling charges (and any import duties/taxes you paid to customs) are **not refundable**, unless required by applicable law.

- Reshipment after RTS/address issues: If a parcel is returned to us due to an
 incorrect/incomplete address, refused delivery, or unclaimed pickup, we can reship
 (additional shipping may apply) or refund less non-recoverable shipping/handling
 where permitted.
- **Risk of loss:** Risk passes to you **on delivery** to the address provided (including delivery to a mailroom/reception/locker where customary). For returns back to us, risk remains with you **until scanned as received** at our facility.

11) Regional Rights & Mandatory Law

We sell worldwide, and local consumer laws can vary. Nothing in this Policy limits any **non-waivable rights** you have under the laws of your country or region. Where a local rule gives you stronger protection than what's written here, **that local rule will apply**.

12) Non-Returnable Items

- Digital products once used to claim/activate a node or once the project has reached
 TGE.
- **Shipped non-defective items** (change-of-mind or buyer's remorse).
- Items with removed/tampered serial or IMEI labels.
- Items that show misuse, unauthorised modification, or physical damage.
- Any package sent without our approval/RMA and prepaid return label (may be refused).

13) Fraud, Abuse & Reseller Policy

We review requests to keep the process fair for everyone. In rare cases, we may limit or decline a request if there are indicators of unusual or high-volume activity (for example, unverifiable repeated DOA claims or serial-number mismatches). We may request proof of purchase and device verification. These steps are taken in line with applicable law to protect all customers.

14) Best Price Guarantee

We'll match any competitor's **total landed price**—their item price **plus** shipping, duties, and taxes—if it's lower than ours and the offer meets these terms: the item is **in stock, identical** (same model/SKU/region), **payable by credit card**, and **ships within 14 days**. If eligible, we'll **reimburse the difference—no questions asked.**

How to claim:

Contact us via **HeliumDeploy Chat** ("Help with my order") or email support@heliumdeploy.io with a link or quote showing the competitor's final checkout total (including shipping, duties, and taxes).

Inclusions & limitations:

- Applies to new, unopened items from authorized retailers (not marketplaces, private sellers, auctions, or peer-to-peer).
- Excludes limited-time flash sales, pricing errors, bundles, membership-only prices, refurb/open-box, coupon stacks, and loyalty credits.
- Valid within 30 days of your purchase from HeliumDeploy;
- We reserve the right to verify eligibility and availability before issuing a price adjustment.

15) Changes to this Policy

We may update this Policy from time to time to reflect operational or legal changes. Any updates apply **prospectively** from the posted effective date at the top of the page. If a change is material, we'll make it clear on this page.

16) Contact

- **HeliumDeploy Chat:** Select "**Help with my order**" for cancellations/shipping issues or "**Return & warranty help**" for defective units and warranty guidance.
- Email: support@heliumdeploy.io
- RMA form (defective/DOA within 30 days of delivery)