

Returns, Refunds & Exchanges Policy

Effective date: 10/07/2025

Helium Deploy (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.
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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.
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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 Helium Deploy 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).
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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. **Helium Deploy 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 **Helium Deploy 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** → ships from Canada.
 - EU & UK orders** → ships from within the EU (Netherlands)
 - USA + Rest of World** → 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 **Helium Deploy 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 **Helium Deploy product page**. Have your **proof of purchase** and **serial/IMEI** ready. If you need your invoice re-sent or device details, reach us via **Helium Deploy Chat** (“Return & warranty help”) or support@heliumdeploy.io.
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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 **Helium Deploy Chat** (select “**Help with my order**”) or email **support@heliumdeploy.io** with your order number and details.
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9) How to Request a Return, Exchange, or Refund

For **defective/DOA units (within 30 days of delivery)**, start with the [RMA Form \(fastest\)](#). You can also use **Helium Deploy Chat** (select “**Return & warranty help**”) or email **support@heliumdeploy.io**.

For **order cancellations (unshipped, within 30 days of purchase)**, use **Helium Deploy 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 **Helium Deploy 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 **Helium Deploy 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.
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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 **Helium Deploy 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

- **Helium Deploy 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 \(defective/DOA within 30 days of delivery\)](#)