

RETURN POLICY

Effective Date: Jan 15, 2026

Seller understands that purchasing wastewater equipment is a significant decision and aims to handle return requests fairly and transparently. This Return Policy applies to purchases of the Mata™ Solids Separation Unit (“Product”) from WaiHome LLC (“Seller”).

1. Eligibility for Returns

Products may be eligible for return **only if all of the following conditions are met:**

- The Product has **not been installed, connected, modified, or used**
- The return request is submitted **within fourteen (14) days of delivery**
- The Product is returned in **new, unused condition**, with all original components and packaging

2. How to Request a Return

To request a return, Buyer must submit a written request to Seller at info@waihome.com within the return window. Seller will provide return instructions if the request is approved.

3. Shipping and Fees

Buyer is responsible for all return shipping costs unless the return is due to Seller error. Original shipping and delivery charges are non-refundable.

4. Refunds

Approved refunds will be issued to the original payment method **within thirty (30) days** of Seller’s receipt and inspection of the returned Product.

5. Delivery Delay Cancellations

If Seller has not shipped the Product within thirty (30) days after the estimated delivery date stated in the Purchase Agreement, Buyer may request cancellation and a refund in accordance with the delivery schedule provisions of the Agreement.

6. Rentals and Rent-to-Own

This Return Policy **does not apply** to Products provided under rent-to-own arrangements. Rent-to-own Products are governed by the **ownership, payment, and repossession terms** set forth in the Purchase Agreement or applicable services agreement.

7. No Other Returns

Except as expressly stated in this Return Policy or required by applicable law, all sales are final.