



# Warranty

## ONE-YEAR LIMITED WARRANTY

Your Spectacles, charging cable, and charging case, whether purchased together or individually (each a “Product” and collectively the “Products”), are covered by a one-year limited warranty, backed up by complementary technical online and phone support.

**Who Is this Warranty From?** Snap Inc. issues this Warranty to you, as a consumer who has purchased a new, covered Product from us or an authorized retailer. The Warranty cannot be assigned or transferred to any subsequent purchaser or user and is not available for Products that were purchased from any source other than Snap Inc. or an authorized retailer.

**What Does this Warranty Do?** This Warranty gives you specific legal rights, and you may also have other rights, which vary from state to state and country to country. This Warranty does not affect any rights you have under the laws in your jurisdiction concerning the sale of consumer goods (including, without limitation, national laws implementing EC Directive 1999/44/EC).

**What Does it Cover?** This Warranty covers faulty materials or workmanship in the hardware that comprises your Product. We warrant that the hardware will be free from manufacturing defects and, under normal and intended use, function substantially in accordance with our technical specifications or product documentation (“Warranted Functionality”) during the Warranty Period.

**How Long Does Warranty Coverage Last?** This limited Warranty continues for one year from the date of original purchase of your Product (the “Warranty Period”). However, if you purchased your Product in the EU, the Warranty Period is two years.

**What Will We Do?** If your Product is defective or malfunctioning, we will replace or repair it, using new or refurbished materials, so that it performs substantially according to the Warranted Functionality. We may replace or repair at our sole discretion. If we replace your Product, we warrant that the replacement Product will be free of faulty materials or workmanship for a period of one year from the original date of purchase of the defective Product or 60 days after you receive the replacement Product, whichever is later.

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**How to Obtain Warranty Service?** First, tell us about the problem. Please visit us at [support.spectacles.com](https://support.spectacles.com) to get helpful service and contact information. If your Product needs to be repaired or replaced, you'll need to return it to us. See the section below entitled "WARRANTY REPAIR & REPLACEMENT SERVICE INSTRUCTIONS" for instructions on how to return the Product. Once we receive the Product, we'll determine if it has a defect or malfunction covered by this Warranty. If so, we'll repair or replace it to provide the Warranted Functionality, and we'll send the repaired or replacement Product to you at our cost. If you are returning Spectacles, we can't guarantee that we'll be able to repair them without risk to or loss of video content, and we won't transfer any content from a returned pair to a replacement pair. You should remove and separately store any such content before returning your Spectacles.

**What Does this Warranty Not Cover?** Our Warranty does not cover damage resulting from accident, or from normal wear and tear. Our Warranty does not cover damage resulting from improper storage, misuse or abuse, neglect including scratches, cracks, or surface damage, or exposure to extreme conditions including extreme heat, dirt, or sand. "Misuse" includes without limitation use in a manner or environment not in compliance with the recommendations in this document, our online user manual, or related documentation.

Our Warranty does not cover normal depletion of consumable parts such as batteries, unless occurring due to a defect in original materials or workmanship. As an example, only batteries that exhibit fully charged capacity below 80% of the actual rated capacity, or that leak, during the warranty period will be considered defective for purposes of the warranty. Our Warranty does not cover Products that have been physically or electronically altered, modified, undergone unauthorized repairs, or exhibit third-party software changes. Our Warranty does not cover software or firmware embedded in or distributed with the Spectacles, and we do not warrant that such software or firmware will operate without error, that it will be compatible with any third-party hardware or software, or that content captured or distributed through your Spectacles will not be lost or corrupted.

## **Limitation of liability**

WE DO NOT, UNDER THIS LIMITED WARRANTY, ASSUME ANY LIABILITY FOR ANY SPECIAL, INDIRECT, INCIDENTAL, MULTIPLE, PUNITIVE, OR CONSEQUENTIAL DAMAGES OF ANY KIND WHATSOEVER, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS OR REVENUES, LOSS OF DATA, LOSS OF USE OF THE PRODUCT OR ANY ASSOCIATED EQUIPMENT,

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COST OF ANY REPLACEMENT GOODS OR SUBSTITUTE EQUIPMENT, OR LOSS OF USE DURING THE PERIOD THE PRODUCT IS BEING REPLACED OR REPAIRED. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, IN THE EVENT OF A PRODUCT REPLACEMENT, WE ARE NOT LIABLE FOR ANY ASSOCIATED DATA LOSS OR CONSEQUENTIAL DAMAGES OF ANY KIND.

FURTHER, TO THE MAXIMUM EXTENT PERMITTED BY LAW, WE ASSUME NO LIABILITY FOR ANY ACCIDENT, INJURY, DEATH, LOSS, OR OTHER CLAIM RELATED TO OR RESULTING FROM THE MISUSE OF PRODUCTS. WE SPECIFICALLY ADVISE YOU AGAINST USING PRODUCTS IN A MANNER INCONSISTENT WITH THIS DOCUMENT, OUR WARNINGS, OUR COMPATIBILITY PAGE, AND OTHER ACCOMPANYING DOCUMENTATION. IN NO EVENT WILL OUR LIABILITY FOR ANY CLAIM ARISING OUT OF OR RELATED TO THIS WARRANTY STATEMENT EXCEED THE PRICE PAID BY YOU FOR PURCHASE OF THE PRODUCT.

Some states and countries do not allow the exclusion or limitation of incidental or consequential damages, so limitations or exclusions in this Warranty may not apply to you. The disclaimers and limitations of liability above do not limit your rights under applicable local or national law, and do not apply to the extent liability cannot be disclaimed under applicable law, including without limitation applicable product liability and consumer protection statutes. If any term herein is held to be illegal or unenforceable under applicable law, such term shall be severed from this warranty and to the extent legally permitted, the remaining terms shall not be affected.

## **WARRANTY REPAIR & REPLACEMENT SERVICE INSTRUCTIONS**

Please follow the instructions below if your Product is under warranty and has a covered manufacturing defect.

### **Advance Exchange**

If you would like to receive replacement Product immediately (and prior to us receiving your current product), we require a credit card and proof of purchase. If we do not receive the original item as described under warranty within 30 days of the exchange being initiated, your credit card will be charged for the cost of the Product we sent. If we receive the original item but conclude it wasn't eligible for Warranty coverage, we'll call you and give you the choice to have your card charged for the Product we sent or to return them.

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Follow the steps below for advance exchanges:

1. Head to the Returns section of our Support Page, [support.spectacles.com](https://support.spectacles.com), to initiate the exchange process.
2. You'll be asked whether you want your replacement Product right away using an advanced exchange, before we receive your current product. Answer yes. The page will give you instructions to obtain a shipping label that you'll need to print out. This option will require proof of purchase and a credit card.
3. Package your Product according to our return shipment guidelines. Affix the shipping label. Drop off your package at a local UPS facility; updated lists can be found online.

## **Non-Advance Exchange**

If you'd like to wait to receive your replacement Product until after we receive your current product and replace or repair it, follow the same steps as above EXCEPT that at step 2 above, answer no. If you choose this option, you won't need to give us your credit card information.

## **Products Not Eligible for Refund or Warranty**

If you bought your Product directly from us, you're not satisfied with your purchase after 30 days or more, and your item does not fall under our Warranty, we don't support returns or exchanges. Please still get in touch with us. We want to hear what happened, and we want to make sure your experience always is of the highest caliber.