



Warranty

1. 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 two-year limited warranty (the “Warranty”), backed up by complementary technical online and phone support. This Warranty is in addition to and does not affect your legal rights.

Who is this Warranty from? Snap Group Limited, 7-11 Lexington Street, Soho, London, W1F 9AF, United Kingdom (“Snap”, “we,” or “us”).

Who is this Warranty to? Snap issues this Warranty to you, as a consumer who has purchased a new, unopened Product from us. The Warranty cannot be assigned or transferred to any subsequent purchaser or user, unless the subsequent purchaser or user has the original proof of purchase to demonstrate that he or she is the Product’s rightful owner.

What does this Warranty do? This Warranty gives you specific legal rights, and you may also have other legal rights, which may vary from country to country. As mentioned above, this Warranty does not affect any statutory legal 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. Under this Warranty we warrant that the hardware will be free from manufacturing defects and, under normal and intended use, function in accordance with our technical specifications and product documentation available at spectacles.com (“Warranted Functionality”) during the Warranty Period.

How long does Warranty coverage last? If you purchased your Product in Europe, this limited Warranty continues for two years from the date when your Product was delivered to the initial purchaser (“Warranty Period”).

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 according to the Warranted Functionality. If we replace or repair your Product, we warrant that it will be free of faulty materials or workmanship for the remainder of the Warranty Period or 60 days after you receive the repaired or 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 to get helpful service and contact information. If your Product need to be repaired or replaced, you'll need to return it to us at our cost. 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 item 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.

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, 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 this 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 Product.

Our Warranty only relates to repair, replacement, or refund in accordance with the terms in this document. Please refer to the separate Terms of Sale to understand the agreement between you and us regarding legal claims relating to your purchase or use of the Product.

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2. WARRANTY REPAIR & REPLACEMENT SERVICE INSTRUCTIONS

Please follow the instructions below if you think your Product has a covered manufacturing defect under the Warranty.

Advance exchange

If you would like to receive a replacement Product immediately (and prior to us receiving your original Product), we require a payment method and proof of purchase of your original Product. If we do not receive the original Product as described under the Warranty within 30 days of the exchange being initiated, your payment method will be charged for the cost of the replacement Product we sent. If we receive the original Product 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 replacement Product we sent or to return them using a shipping label that you'll need to print out.

Follow the steps below for advance exchanges:

1. Click on the "Returns" section of our Support Page, 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 original 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 of your original Product and your payment method information.
3. Package your original Product according to our return shipment guidelines. Affix the shipping label. Drop off your package at your nearest Post Office. Remember to get proof of postage.

Non-advance exchange

If you are happy to wait to receive your replacement Product until after we receive your original 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 payment method information.

Products Not Eligible under the Limited Warranty

If you bought your Product directly from us, you're not satisfied with your purchase after 30 days or more, and your item is not covered under our Warranty or your statutory rights, 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.