

LIMITED WARRANTY

Your Spectacles and accessories (each, a “Product”) are covered by a 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 us or an authorized retailer.

WHAT DOES THIS WARRANTY DO?

This warranty gives you specific legal rights, and does not affect any rights you have under Australian law. The benefits provided to you under this limited warranty are in addition to other rights and remedies available to you under Australian law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

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 period begins on the date of original purchase of your Product and continues as follows:

Spectacles	1 year
Charging Case	1 year
Charging Cable	1 year
Carrying Case	90 days
3D Viewer	90 days

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 the remainder of the original warranty period for the defective Product or 60 days after you receive the replacement Product, whichever is later.

HOW TO OBTAIN WARRANTY SERVICE?

First, tell us about the problem. Please visit us at support.spectacles.com to request warranty service during your Product’s warranty period. Prior to providing warranty service, we may require you to provide proof of purchase details, such as a receipt or sales invoice. If your Product needs to be repaired or replaced, you’ll need to return it to us using our shipping instructions. 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.

Except as otherwise specified above, you will be responsible for paying any fees incurred by you or us in connection with your warranty claim, including shipping, insurance, import fees, duties, and taxes.

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?

This warranty does not cover damage resulting from accident, or from normal wear and tear. This 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 other related documentation.

This 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. This warranty does not cover Products that have been physically or electronically altered, modified, undergone unauthorized repairs, or exhibit third-party software changes. This 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.

PRODUCTS NOT ELIGIBLE FOR REFUND OR WARRANTY

If 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 is always of the highest caliber.

Snap Inc.

2772 Donald Douglas Loop N

Santa Monica, CA 90405

U.S.A.

(424) 214-0156

support@spectacles.com