

LIMITED WARRANTY

Your Spectacles and accessories (each, a “Product”) are covered by a limited 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 St, Soho, London, W1F 9AF, United Kingdom.

WHO IS THIS WARRANTY TO?

We issue this warranty to you, as a consumer who has purchased a new, unopened Product from us or an authorised retailer. 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 begins when your Product was delivered to the initial purchaser and continues as follows:

Spectacles	2 years
Charging Case	2 years
Charging Cable	2 years
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 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.

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.

WHAT DOES THIS WARRANTY NOT COVER?

This warranty does not cover damage resulting from an 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.

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, 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 the purposes of this warranty. This warranty does not cover products that have been physically or electronically altered, modified, undergone unauthorised repairs or exhibit third-party software changes. This warranty does not cover software or firmware embedded in or distributed with the Product.

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

PRODUCTS NOT ELIGIBLE UNDER THE LIMITED WARRANTY

If 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 is always of the highest calibre.