

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 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 period begins on the date of original purchase of your Product 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 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.

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.

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, 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 PRODUCT PURCHASE PRICE PAID BY YOU.

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.

PRODUCTS NOT ELIGIBLE UNDER THE LIMITED 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.