



Vuzix Hardware Product Limited Warranty

Vuzix warrants that your Vuzix hardware product shall be free from defects in material and workmanship for the length of time specified in the Warranty Period (one year), beginning from the date of purchase. Except where prohibited by applicable law, this warranty is nontransferable and is limited to the original purchaser. This warranty gives you specific legal rights, and you may also have other rights that vary under local laws.

Remedies

Vuzix's entire liability and your exclusive remedy for any breach of warranty shall be, at Vuzix's option, (1) to repair or replace the hardware, or (2) to refund the price paid, provided that the hardware is returned to the point of purchase or such other place as Vuzix may direct with a copy of the sales receipt or dated itemized receipt. Shipping and handling charges may apply except where prohibited by applicable law. Vuzix may, at its option, use new or refurbished or used parts in good working condition to repair or replace any hardware product. Any replacement hardware product will be warranted for the remainder of the original warranty period or thirty (30) days, whichever is longer or for any additional period of time that may be applicable in your jurisdiction. This warranty does not cover problems or damage resulting from (1) accident, abuse, misapplication, or any unauthorized repair, modification or disassembly; (2) improper operation or maintenance, usage not in accordance with product instructions or connection to improper voltage supply; or (3) use of consumables, such as replacement batteries, not supplied by Vuzix except where such restriction is prohibited by applicable law.

How to Obtain Technical Support

Technical support is defined as assistance with questions on issues about the Vuzix hardware product. Technical support is available for the first ninety (90) days from date of product purchase. Your dated sales or delivery receipt, showing the date of purchase of the product, is your proof of the purchase date. You may be required to provide proof of purchase as a condition of receiving technical support. The addresses and technical service contact information for Vuzix and any local country information can be found in the documentation accompanying your product and on the web at our global site at www.Vuzix.com.

How to Obtain Warranty Support

Before submitting a warranty claim, we recommend you visit the support section at www.Vuzix.com for technical assistance. Warranty claims cannot be processed through your point of purchase and any other product related questions should be addressed directly to Vuzix. The addresses and customer service contact information for Vuzix can be found in the documentation accompanying your product and on the web at our global website at www.Vuzix.com. Generally if your product needs a hardware repair please repackage the unit in its original packaging or equivalent packaging material to protect the product for return shipment. Vuzix will provide you with return shipping instructions from your location. Those instructions will include that:

- You first obtain a Return/Repair Material Authorization (RMA) number. This number helps us quickly track the status of your repair.
- Write the RMA number clearly on the outside of the box. Failure to do so may result in your package being refused or cause delays in processing your repair.
- Address your package to the address given by to you by our Technical Support Center.
- Be sure to use a package-shipping service that is able to track and insure your shipments.

The product will be repaired and delivered by ground service to the location of your choice within the same country. For valid warranty claim servicing, VUZIX will pay the return shipping costs for your product.

Vuzix Replaceable Parts Program

Where available, the Vuzix Replaceable Parts program ships approved replacement parts directly to you to fulfill your warranty. This often will save considerable repair time. After you call or email the Vuzix Technical Support Center and have obtained verification of your problem, if applicable a replaceable part can be sent directly to you. Some replaceable Warranty parts can be ordered or requested from the customer assistance or store sections of our website.

Limitation of Liability

VUZIX SHALL NOT BE LIABLE FOR ANY SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES WHATSOEVER, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, REVENUE OR DATA (WHETHER DIRECT OR INDIRECT) OR COMMERCIAL LOSS FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON YOUR PRODUCT EVEN IF VUZIX HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Some jurisdictions do not allow the exclusion or limitation of special, indirect, incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Duration of Implied Warranties

EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS HARDWARE PRODUCT IS LIMITED IN DURATION TO THE DURATION OF THE APPLICABLE LIMITED WARRANTY PERIOD FOR YOUR PRODUCT. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

National Statutory Rights

Consumers have legal rights under applicable national legislation governing the sale of consumer goods. Such rights are not affected by the warranties in this Limited Warranty.

No Other Warranties

No Vuzix dealer, agent, or employee is authorized to make any modification, extension, or addition to this warranty.

Warranty Periods

For information about the length of the warranty periods for Vuzix devices can be found on our website; please note that in the European Union, any warranty period less than two years shall be increased to two years.