

Return & Warranty Policy

Limited Warranty

Wyze Labs, Inc. (“Wyze Labs”) warrants the WyzeCam hardware (the “Product”), and only the Product, against defects in materials and workmanship under normal use for a period of one year from the date of purchase by the original purchaser (“Warranty Period”). Under this Limited Warranty, if a defect arises and a valid claim is received by Wyze Labs within the Warranty Period regarding the Product, at its option and to the extent permitted by law, Wyze Labs will either (1) repair the Product, using new or refurbished replacement parts or (2) exchange the Product with a new or refurbished Product. Please refer to Wyze Labs’s Terms & Conditions for more information.

The warranty for the replacement Product or part assumes the original Product warranty date, or one-year from the date of replacement or repair, whichever is longer.

When a Product is exchanged, any replacement item becomes your property and the replaced item becomes Wyze Labs’s property.

Product must be freight prepaid, in its original packaging, to the specified address with proof of purchase to receive warranty service.

Exclusions and Limitations. This Limited Warranty applies only to the Product manufactured by or for Wyze Labs that can be identified by the “Wyze Labs” or “WyzeCam” trademark, trade name, or logo affixed to it. This Limited Warranty only applies to Product purchased and used in the United States. Wyze Labs only offers shipping for replacements under warranty to postal addresses in the continental United States. The Limited Warranty does not apply to any (a) Wyze Labs products and services other than the Product, (b) non-Wyze Labs hardware product, (c) consumables (such as microSD cards), or (d) software, even if packaged or sold with the Product or embedded in the Product. Refer to the licenses accompanying the software for details of your rights with respect to its use.

This Limited Warranty does not cover the cost of returning the Product to Wyze Labs; this is your responsibility.

No Wyze Labs reseller, agent, or employee is authorized to make any modification, extension, or addition to this Limited Warranty. If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired. Please refer to Wyze Labs’s Terms & Conditions for more information on Limited Warranty.

Return Policy

For product(s) purchased (the “Product”) directly from Wyze Labs’s website (www.wysecam.com), this return policy allows you to return the Product after obtaining a Wyze Labs return material authorization (“RMA”) during the 30 day period following date of purchase from Wyze Labs. If the item is returned in its original condition and in the original packaging in accordance with this policy, we will exchange it or offer a refund of the purchase price paid. The refund will be made by crediting the account used to make the original purchase. The RMA may

be obtained by contacting our Customer Service department. The Product must be received by Wyze Labs within 10 days after issuance of the RMA.

Wyze Labs does not accept returns or exchanges from purchases made outside the United States. All Return Policy information contained herein applies solely to purchases made on www.wyze.com for shipment in acceptable areas in the U.S.

If you purchase the Wyze Lab product from other retailers or distributors other than wyze.com, please follow their Return Policy.

All Products must be packed in the original, unopened and unmarked packaging including any accessories, manuals, documentation, and registration that shipped with the Product. The RMA number must be included with the returned Product.

Shipping and handling charges, and taxes paid (e.g., state, customs, VAT) are non-refundable. You are responsible for and must prepay all shipping charges and you shall assume all risk of loss or damage to the Product while in transit to Wyze Labs. If you return the Product to Wyze Labs (a) without a RMA, (b) beyond the 10 days RMA issuance period, or (c) without proper packaging, Wyze Labs retains the right to either refuse delivery of such return or charge you a restocking fee. The time to credit your account may vary, depending on processing time.

Please email us at support@wyze.com for a return authorization and the shipping address. If you need to exchange or return one of our products you purchased through one of our retail partners, please contact them directly to process an exchange or return.

For additional questions, please contact us at support@wyze.com
The effective date of this Return & Warranty Policy is October 24, 2017.