

## **Our Warranty Policy**

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### **Spigen offers a 2-year limited manufacturer warranty\* on a majority of Spigen products.**

Spigen products purchased from distributors or resellers are not covered by the 2 year warranty. Certain Spigen products may have different warranties, which will be explicitly stated within this document. Examples of products with different warranties are, but not limited to, screen protectors, chargers, cables, backpacks, and glass products.

This warranty is only valid for items that are considered defected. Defects are defined as imperfections or flaws that are produced by a manufacturing error. Accidental drops, installation failures, normal wear and tear, etc. caused by the owner are not covered under this warranty.

Visit the official Spigen Support Center to see “Our Warranty Policy” for more information on how to process a claim.

*Important Note: For purchases made on Amazon.com, eBay or any other online marketplaces, the warranty mentioned above may or may not qualify. Only products sold specifically by Official Spigen online stores are covered by these warranties. Spigen products sold by any other seller(s) on these platforms will not qualify.*

### **Spigen Lifetime Warranty\***

Spigen offers a limited lifetime warranty for all Spigen screen protectors excluding glass screen protectors.

This warranty is only valid for screen protectors that are considered defects. Defect is defined as an imperfection or flaw that is produced by a manufacturing error. Accidental drops, installation failures, etc. caused by the owner are not covered under this warranty.

Important Note: This warranty excludes all glass products. Visit the official Spigen Support Center and see “Glass Replacement Program” for more information.

### **Spigen General Defect Warranty\***

All products listed below come with a 100-day general warranty\*

- Backpacks
- Chargers
- Cables
- Body Shields

- Glass Products

\*All terms and conditions for any and all warranties are subject to change under the sole discretion of Spigen Inc.

### **Spigen 30-Day Money Back Guarantee**

All products purchased directly from Spigen are covered by our 30-day money back guarantee. Visit the official Spigen Support Center and see “Our Returns Policy” for more information.

#### **Who qualifies for Warranty?**

The Spigen warranty is non-transferable and covers only the original end-buyer. Proof of purchase is required to qualify for the warranty.

#### **What qualifies?**

Only products that are purchased directly from Spigen are eligible for this warranty as other sellers/channels may offer different or altered warranties.

The warranty does not cover the following:

- Normal wear and tear from daily use of product
- Product was used for unintended purposes
- Misuse, mishandling, accident, or other abnormal use of product
- Damage caused by improper or unauthorized repair or maintenance
- Product is not genuine or not manufactured by Spigen
- 3rd party purchases are not covered under Spigen warranties

#### **How to submit a warranty:**

You must Ship or Mail back your original products with the Warranty Claims Form. To obtain the Warranty Claims Form, contact our customer support at [support@spigen.com](mailto:support@spigen.com).

Return the package to:

**Spigen Inc - Warranty**  
9975 Toledo Way, Suite 100  
Irvine, CA 92618

Including all of the information above in your package will help ensure prompt processing of

your warranty claim.

All of the shipping costs for sending back your case will be in the responsibility of the owner of the case. Any customs fees, including, but not limited to, taxes, duties and any other courier related fees are in the responsibility of the owner.

We advise using a traceable shipping method to ensure safe delivery to Spigen Inc. Spigen Inc is not liable for lost, stolen, or damaged shipments for returning packages. Once the product is received by Spigen, we will inspect the product (within 7-10 business days of receipt on average) to determine if the product is covered under the limited warranty. If the product is determined to be covered under the Limited Warranty, Spigen, under its judgment and discretion, will repair, replace, or recondition the product. Spigen Inc will pay for the shipment of any replacement parts or products under the limited warranty to remedy the defective product.

*DISCLAIMER: All products returned to Spigen Inc will be subject to review for authentication. If any of the products are found to be counterfeit, it will be confiscated and turned over to Spigen's legal department for further actions. These counterfeit items will not be returned once in the possession of Spigen Inc.*

## **Warranty Disclaimers**

Except for the express warranties provided herein, Spigen Inc (“Spigen”) makes no express or implied warranties of any kind whatsoever with respect to the product in terms of merchantability, fitness, particular purpose, design, condition, quality, or performance of the product. In addition Spigen will not be liable for any damages of any kind resulting from the purchase or use of products or incidental damages or consequential loss of profits or benefits.

Spigen reserves the right to waive responsibility for warranty coverage for situations including, but not limited to, other implied warranties from authorized or unauthorized sellers, warranties expressed in written or verbal form for non-genuine or counterfeit Spigen product distributors or vendors, any intentional action to contort or take advantage of the warranty for financial or personal gain. Defection caused by any other accident, including failure of installation, carelessness by the user, or defection caused by owner's usage, cannot be applied for the above mentioned warranties. For products that come as a package, only the defected item from the package will be remedied, and this remedy may be repeated within 90 days or the remainder of the warranty. The original product is needed for any future warranty requests regarding the order.

Spigen reserves the right to replace, repair, rebuild, and recondition products at Spigen’s sole option. If the product under warranty becomes inactive or no longer in production, Spigen reserves the right to replace the inactive product with a similar or better product in accordance to Spigen judgment and discretion. Excluding the express warranty provided, Spigen Inc, in no event shall be liable for any incidental,

consequential, indirect, or punitive damages arising from the use of any Spigen product, including, but without limitation, device damage, data loss, or personal injury.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.