LIMITED WARRANTY

Except as set forth below, Wyze warrants to the original owner of the Product that the Product will be free from defects in materials and workmanship for a period of one (1) year from the date you purchased your Product from Wyze or an authorized retailer (the "General Product Warranty Period"). Wyze warrants to the original owner of a Wyze Bulb product (which includes the Wyze Bulb White and Wyze Bulb Color products, but excludes light bulbs that are components of other Products) that their Wyze Bulb will be free from defects in materials and workmanship, and is guaranteed to last, for three (3) years based on up to three (3) hours usage per day from the date you purchased your Wyze Bulb from Wyze or an authorized retailer(the "Wyze Bulb Warranty Period"). Wyze warrants to the original purchaser of a refurbished Product purchased via the Wyze Refurbished Shop that the refurbished Product will be free from defects in materials and workmanship for a period of thirty (30) days from the date you purchased your refurbished Product from Wyze (the "Refurbished Product Product Warranty Period," and together with the "Wyze Bulb Warranty Period and the "General Product Warranty Period" are collectively referred to in this Policy as the "Warranty Period"). Wyze will, at its sole option, either (a) replace any defective Product or component, or (b) accept the return of the Product and refund the money actually paid by the original purchaser for the Product (i) to the payment method used by the purchaser, (ii) as a Wyze store credit, or (iii) as a gift card. This warranty is not transferable and applies only to the original purchaser.

Replacements may be made with new or refurbished products or components, at Wyze's sole discretion. Except for refurbished Product replacements, any replacement Product received by you will be covered by the Limited Warranty for the longer of (a) three months from the date of replacement or (b) the remaining applicable Warranty Period on the replaced Product. Any replacement Product received by you for a refurbished Product will be covered by the Limited Warranty for thirty (30) days from the date of replacement.

If the Product you are returning to Wyze is capable of holding contents or valuables (such as the Wyze Gun Safe), please ensure that all such contents and valuables are removed before the Product is returned to Wyze. At no time

will Wyze be responsible for any contents or valuables that may be stored inside the Product.

WHAT THE LIMITED WARRANTY DOES NOT COVER

This Limited Warranty does not cover the following:

- Products submitted after the expiration of the applicable Warranty Period
- Products submitted without valid proof of purchase
- Products returned from outside countries where Wyze ships Products
- Products purchased from unauthorized retailers
- Products provided by Wyze or its designee for promotional purposes without charge
- Products on which repairs have been attempted
- Products damaged due to misuse, abuse, negligence, or other use not in accordance with the Product's Quick Start Guide or other instructions provided by Wyze
- Products that have been modified
- Contents or valuables that may be stored inside the Product

HOW TO INITIATE A WARRANTY CLAIM

To make a warranty claim, please fill out a **support ticket** with "Tech Support" as the support topic. In your support ticket, be sure to describe the Product that is the subject of the warranty claim, describe in detail the issue that you are experiencing with the Product, and provide valid proof of purchase. Valid proof of purchase may be either

- an order number or sales invoice, if your Product was purchased from Wyze, or
- a dated sales receipt that includes a description of the Product and the price paid, if your Product was purchased from an authorized retailer.

Wyze may require you to return the Product in order to process your warranty claim. If you are required to return the Product, Wyze will provide you with a prepaid shipping label and return instructions, and you will comply with

Wyze's return shipping instructions. If, as reasonably determined by Wyze, a Product that is not eligible for a warranty claim is shipped to Wyze, Wyze will not be responsible for returning the Product. Wyze has no warranty obligations with respect to such returned Products.

DISCLAIMER OF IMPLIED WARRANTIES AND RELEASE

This limited warranty is the exclusive warranty given by Wyze. It supersedes any prior, contrary or additional representations, whether oral or written. No person, including agents and employees of Wyze, is authorized to give any further representation or warranty or assume any further obligation on behalf of Wyze, whether orally or in writing. WYZE HEREBY DISCLAIMS AND EXCLUDES ALL OTHER WARRANTIES, OBLIGATIONS OR LIABILITIES, EXPRESS OR IMPLIED, ARISING BY LAW OR OTHERWISE, WITH RESPECT TO ANY NONCONFORMANCE OR DEFECT IN THE PRODUCT, INCLUDING, BUT NOT LIMITED TO (A) ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE; (B) ANY IMPLIED WARRANTY ARISING FROM COURSE OF PERFORMANCE, COURSE OF DEALING, OR USAGE OF TRADE; (C) ANY OBLIGATION, LIABILITY, RIGHT, CLAIM OR REMEDY IN TORT, WHETHER OR NOT ARISING FROM THE NEGLIGENCE OF THE WYZE OR THE MANUFACTURER. To the extent that the law requires any implied warranty, such implied warranty is limited to the duration of (a) the one (1) year express warranty given above for all Products other than the Wyze Bulb products and refurbished Products, (b) the three (3) year express warranty given above for the Wyze Bulb products, and (c) the thirty (30) day express warranty given above for refurbished Products. This disclaimer and release shall apply even if the express warranty set forth above fails of its essential purpose.

Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.