



This is an archived version of the Magic Leap Return and Warranty Policies. It is only applicable to purchases made before December 10, 2019. View our current Return and Warranty Policies at www.magicleap.com/warranty.

Magic Leap Return and Warranty Policies

Date of last revision: Monday, July 22, 2019

- [Our Return Policy](#)
- [One-Year Limited Warranty Policy](#)
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- [Special Terms For our International Friends](#)

These Magic Leap Return and Warranty Policies are incorporated into Magic Leap's [Terms of Sale](#) or such other agreement that has been signed by you and Magic Leap for the purchase of Magic Leap One devices or [Accessories](#)* (each a "Purchased Item"). If you purchased your Purchased Item from one of our authorized retailers, different or additional terms may apply.

Magic Leap is based in the U.S., but is excited to welcome (with a special "cheers," "bonjour," and "guten tag") residents of jurisdictions where we make Purchased Items available for commercial sale (our "International Friends"). Your particular country or jurisdiction may have enacted certain laws, statutes, or other legislation that apply to your order. We want to be crystal clear — nothing in these policies affects your legal rights under the laws applicable in your country or jurisdiction. We've noted below where our International Friends may be entitled to different or additional terms based on applicable laws (referred to as the "special terms" throughout these policies and in our other agreements for our platform). You can find the [special terms](#) that may apply to our International Friends at the end of these policies.

Our Return Policy

If you want to return your Purchased Item or cancel an order, please keep the following things in mind:

Returns. We will accept a return of Purchased Items that were purchased directly from Magic Leap provided that they are unused, in the original packaging (i.e. Magic Leap One devices must be inside the original, unopened box and the seal on the box must not be tampered with or broken in any manner; Accessories must have all tags (if applicable) and be enclosed in the original packaging), and returned **within 14 days** from the date your Purchased Items was delivered to you or, if purchased or picked up through a retail location, the date of purchase or pickup. If you purchased a Magic Leap One or an Accessory from one of our authorized retailers, please visit the authorized retailer's store or contact the authorized retailer to return it.

Friendly reminder to our International Friends, our Return Policy is in addition to and does not replace or affect any cancellation right you may be entitled to. Further details about your options are set out below under our [special terms](#).

Cancellations. If your Purchased Item hasn't shipped yet, you may be able to cancel your purchase by contacting [Customer Care](#). Orders cancelled prior to shipment will be eligible to receive a full refund. If your Purchased Items have already shipped, you'll need to wait until you receive your order and then return it.

How to Return your Purchased Item. To return or exchange Purchased Items that were purchased directly from Magic Leap:

1. *Call Customer Care.* Call our [Customer Care](#) team to get your return started.
2. *Prepare your Purchased Item for Shipment.* If you're returning a Magic Leap One, Customer Care will send you a free shipping box and pre-paid return labels (unless you still have your original Magic Leap One shipping box on-hand). If you're returning an Accessory, we may direct you to one of our authorized partners, send you a shipping box and pre-paid return label, or ask you to return your Accessory in your own shipping box and refund you the cost of shipping. If we send you shipping materials, your Purchased Item must be returned to Magic Leap with the shipping materials we give you.
3. *Drop off your Purchased Item.* Make sure the original packaging for your Purchased Items are securely packed in the shipping box and take it to a drop-off location operated by Magic Leap's shipper.

Refunds. When we issue you a refund, it is generally issued to the payment method you used to purchase your Purchased Items. The time it takes to process your refund will depend, in part, on your method of payment. Refunds issued to credit cards are generally made within 3-5 business days from the date the returned item is received by Magic Leap. Refunds issued via check or wire are generally refunded in 14 business days from the date the returned item is received by Magic Leap. It may also take longer to process your refund if you purchased a third-party Accessory.

Returning a Gift. If you return a Purchased Item that was gifted to you, we will generally issue a refund to the payment method used to purchase your gift. To initiate your return, please contact our [Customer Care](#) team and provide them with your order confirmation number. If your gift was bought from one of our authorized retailers, please visit the authorized retailer's store or contact the authorized retailer to return it.

Warranty Claims. Not eligible for a return? You may still be able to repair or exchange your Purchased Item through our One-Year Limited Warranty Policy or our Extended Warranty Policy.

Note Regarding Accessories

“Accessories” mean any items that are sold by Magic Leap separately from a Magic Leap One, even if they also come in the box with the purchase of a Magic Leap One. For example, when the Control, any chargers, or Fit Kit are sold separately, they are Accessories. We also consider other products manufactured by Magic Leap (e.g., the HUB, shoulder strap, carry case), and third-party products to be Accessories when sold by Magic Leap.

One-Year Limited Warranty Policy

Magic Leap offers a one (1) year limited warranty (**“Warranty”**) on Purchased Items that are manufactured by Magic Leap (e.g., hardware and accessories) and include a link to this warranty page in the packaging for the Purchased Item (each an **“Product”** and collectively **“Products”**). This Warranty is valid and enforceable only if you purchased a new Product from us or from one of our authorized retailers in a jurisdiction in which we sell Products and the Product was originally sold to you in its original, sealed packaging. Do not use a Product until you have read the terms of this Warranty.

Coverage. This Warranty is your exclusive remedy for defective workmanship or materials in your Product. Magic Leap warrants that the hardware will be free from manufacturing defects and, under its intended and ordinary consumer use, will function substantially in accordance with Magic Leap’s technical specifications or documentation (**“Warranted Functionality”**) for a period of one (1) year from the date your Product was delivered to you or picked up by you (the **“Warranty Period”**).

How To Start a Warranty Claim

To get a Warranty claim started:

1. *Contact Customer Care.* Visit our [Customer Care](#) site. There, you’ll find specific instructions about how to begin a Warranty claim. Please have your order number, the Product serial number, and your proof of purchase handy.
2. *Backup and Reset your Product.* Before you ship your Product back to us for a Warranty claim, please remove any peripheral items that may be plugged into your Product, backup any content (including photos, videos, and software) and/or data on your Product; and factory reset it, if applicable. Visit our [Customer Care](#) site for help performing these steps.
3. *Prepare your Product for Shipment.* Pack your Product in the shipping materials (e.g., a shipping box or shipping label) we provide you to deliver your Product back to us. Once we receive your Product, we’ll determine if it has a defect or malfunction covered by our Warranty.

If we replace your Product, we won’t transfer any content or data from your original defective Product to your replacement Product. You may be able to restore your profile information once you register your replacement Product with your Magic Leap ID account. Magic Leap is not responsible for any content or data that is lost or reformatted.

Warranty Service. If you start a warranty claim and we confirm that your Product does not perform according to its Warranted Functionality, we'll replace, repair or refund it (in our discretion). If we replace or repair it, we'll make sure it performs substantially in accordance to our Warranted Functionality. We may replace or repair it using new, refurbished, or remanufactured hardware and materials (in our discretion). If we replace or repair your Product, we warrant that the replacement or repaired Product will be materially free of faulty materials or workmanship for the remainder of your original Warranty Period or for 30 days after the replacement or repaired Product is delivered to, whichever is later.

Transfer. This Warranty is solely for you as the end-user of your Product. You cannot assign or transfer this Warranty to anyone, including a subsequent purchaser, friend, or family member.

Items Outside of this Warranty. Except as expressly set forth herein, this Warranty does not cover (and Magic Leap is not responsible for):

1. Excluded Products, which include (i) resold Products; (ii) Products purchased outside the jurisdictions where Magic Leap sells Products; (iii) Products not purchased directly from us or one of our authorized retailers; or (iv) software (including the firmware and any applications installed on your Product), which may be covered by the applicable version of our [Software End User License Agreement](#).
2. Misuse of Products, which includes (i) damage to the Product or loss of the Product resulting from an accident, theft, improper storage, misuse or abuse, mishandling, neglect, physical or electric modifications, exposure to water or other liquids, exposure to moisture, exposure to extreme conditions (e.g., heat, dirt or sand); (ii) use with an unsuitable product not sold or licensed by Magic Leap; (iii) use with inadequate ventilation; (iv) use by children under 14; (v) circumvention of our security mechanisms; (vi) reverse engineering; (vii) defects or damage from viruses or other software problems introduced into the Product; (viii) defects or damage caused by unauthorized repairs; and (ix) any other use that is not in compliance with the recommendations in this document, our online materials, related documentation, and other user materials made available to you. We presume any cosmetic damage (e.g., scratches) resulted from misuse, abuse, or failure to operate the Product as instructed.
3. Normal wear and tear of Products, which includes damage resulting from normal wear and tear and normal depletion of parts (e.g., batteries) unless occurring due to defective workmanship or materials in the hardware of your Product. For example, only batteries that leak or exhibit fully charged capacity below a certain threshold of the actual rated capacity will be considered defective for purposes of this Warranty.

Voided Warranty. This Warranty will be void and your Product will be ineligible for authorized repair (even for a fee) if you (i) circumvent any of our security mechanisms; (ii) resell your Product; (iii) remove the serial number or any legal notices from the Product; (iv) use the Product in violation of any laws or your

agreements with us; or (v) violate [How to Start a Warranty Claim](#) instructions in this Warranty or any instructions provided by our Customer Care team.

Disclaimer and Limited Liability. Nothing in this section will limit or exclude liability that cannot be limited or excluded under applicable law. For our International Friends, that means this section may not apply to you. Please refer to the [special terms](#) below for liability provisions that may apply in your jurisdiction.

YOU UNDERSTAND AND AGREE THAT TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THIS LIMITED WARRANTY IS THE ONLY EXPRESS WARRANTY MAGIC LEAP PROVIDES FOR THE PRODUCTS, AND THE ABOVE REMEDY IS YOUR SOLE AND EXCLUSIVE REMEDY. TO THE MAXIMUM EXTENT PERMITTED BY LAW, MAGIC LEAP EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS OF ANY KIND, INCLUDING EXPRESS, IMPLIED OR STATUTORY, REGARDING THE PRODUCTS, INCLUDING BUT NOT LIMITED TO THE WARRANTY OF MERCHANTABILITY, THE WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT.

YOU UNDERSTAND AND AGREE THAT, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, MAGIC LEAP IS NOT LIABLE TO YOU: (i) UNDER ANY THEORY OF LIABILITY (INCLUDING BUT NOT LIMITED TO CONTRACT, TORT (INCLUDING NEGLIGENCE), OR LOSS OF, DAMAGE TO, COMPROMISE OR CORRUPTION OF DATA); OR (ii) FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES THAT MAY BE INCURRED BY YOU IN CONNECTION WITH THE PRODUCTS OR THIS WARRANTY, INCLUDING BUT NOT LIMITED TO ANY LOSS OF DATA OR ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF INFORMATION STORED IN THE PRODUCTS, WHETHER OR NOT MAGIC LEAP HAS BEEN ADVISED OR SHOULD HAVE BEEN AWARE OF THE POSSIBILITY OF ANY SUCH LOSSES ARISING. YOU EXPRESSLY UNDERSTAND AND AGREE THAT, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, MAGIC LEAP'S TOTAL LIABILITY IN CONNECTION WITH THE PRODUCTS OR THIS WARRANTY WILL NOT EXCEED THE AMOUNT YOU ACTUALLY PAID MAGIC LEAP, OUR AFFILIATES OR OUR AUTHORIZED RETAILERS FOR THE PRODUCTS.

If your jurisdiction gives you any implied warranty, then to the maximum extent permitted by applicable law, the duration of such implied warranty is limited to the Warranty Period. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.

Any customer support we elect to provide is provided "as-is" and without warranty of any kind.

Your Rights. This Warranty gives you specific legal rights. You may also have other rights based on your jurisdiction. This Warranty does not affect the rights you're provided by your jurisdiction concerning the sale of consumer goods. International Friends, see our [special terms](#) for more details.

No Modification. No employees or representatives of Magic Leap (or its affiliates or any third party) are authorized to modify this Warranty. If any term of this Warranty is held to be unenforceable, the remaining terms of this Warranty will remain in full force and effect.

Repairs Outside of Warranty. If you purchased a new Product from us or from one of our authorized retailers and your Product is not covered by this Warranty, please contact our [Customer Care](#) team. While we cannot accept a return or exchange, we may be able to send you a quote for repairing your Product. Most importantly, we want to know what happened and make sure you're happy with your experience. To that end, we reserve the right to keep your Product if you elect not to pay for a repair and we determine (in our discretion) the Product is a safety hazard or cannot be used as intended without repair.

No Insurance. This Warranty is not insurance and does not cover any perils (e.g., fire, theft or loss). At this time, we do not offer insurance. If you purchase a separate insurance policy for your Product from a third-party insurer, please coordinate reimbursement directly with the third party providing you insurance.

Extended Warranty Policy (US Only)

Magic Leap offers a one (1) year limited extended warranty for purchase ("**Extended Warranty**") on Purchased Items that are manufactured by Magic Leap (e.g., hardware and accessories) (each a "**Product**" and collectively "**Products**"). This Extended Warranty may be sold alone or together with other products or services provided by Magic Leap within a program. The price for this Extended Warranty or the program it is contained within will be as specified on the online description pages and your order confirmation page. This Extended Warranty is valid and enforceable only if you purchased a new Product from us or from one of our authorized retailers in a jurisdiction in which we sell Products and the Product was originally sold to you in its original, sealed packaging. If this Extended Warranty applies to your Product, do not use your Product until you have read the terms of this Extended Warranty.

Coverage. This Extended Warranty is your exclusive remedy for defective workmanship or materials in your Product. Magic Leap warrants that the hardware will be free from manufacturing defects and, under its intended and ordinary consumer use, will function substantially in accordance with Magic Leap's technical specifications or documentation ("**Warranted Functionality**") for a period of one (1) year from the date that your one year [limited warranty](#) expires ("**Extended Warranty Period**").

How To Start an Extended Warranty Claim

To get an Extended Warranty claim started:

1. *Contact Customer Care.* Visit our [Customer Care](#) site. There, you'll find specific instructions about how to begin an Extended Warranty claim. Please have your order number, the Product serial number, and your proof of purchase handy.

2. *Backup and Reset your Product.* Before you ship your Product back to us for an Extended Warranty claim, please remove any peripheral items that may be plugged into your Product, backup any content (including photos, videos, and software) and/or data on your Product; and factory reset it, if applicable. Visit our [Customer Care](#) site for help performing these steps.
3. *Prepare your Product for Shipment.* Pack your Product in the shipping materials (e.g., a shipping box or shipping label) we provide you to deliver your Product back to us. Once we receive your Product, we'll determine if it has a defect or malfunction covered by our Extended Warranty.

If we replace your Product, we won't transfer any content or data from your original defective Product to your replacement Product. You may be able to restore your profile information once you register your replacement Product with your Magic Leap Identity Account. Magic Leap is not responsible for any content or data that is lost or reformatted.

Extended Warranty Service. If you start a warranty claim, and we confirm that your Product does not perform according to its Warranted Functionality, we'll replace, repair or refund it (in our discretion). If we replace or repair it, we'll make sure it performs substantially in accordance to our Warranted Functionality. We may replace or repair it using new, refurbished, or remanufactured hardware and materials (in our discretion). If we replace or repair your Product, we warrant that the replacement or repaired Product will be materially free of faulty materials or workmanship for the remainder of your original Extended Warranty Period or for 30 days after the replacement or repaired Product is delivered to you, whichever is later.

Transfer. This Extended Warranty is solely for you as the end-user of your Product. You cannot assign or transfer this Warranty to anyone, including a subsequent purchaser, friend, or family member.

Items Outside of this Extended Warranty. Except as expressly set forth herein, this Extended Warranty does not cover (and Magic Leap is not responsible for):

1. Excluded Products, which include (i) resold Products; (ii) Products purchased outside the jurisdictions where Magic Leap sells Products; (iii) Products not purchased directly from us or one of our authorized retailers; or (iv) software (including the firmware and any applications installed on your Product), which may be covered by the applicable version of our [Software End User License Agreement](#).
2. Misuse of Products, which includes (i) damage to the Product or loss of the Product resulting from an accident, theft, improper storage, misuse or abuse, mishandling, neglect, physical or electric modifications, exposure to water or other liquids, exposure to moisture, exposure to extreme conditions (e.g., heat, dirt or sand); (ii) use with an unsuitable product not sold or licensed by Magic Leap; (iii) use with inadequate ventilation; (iv) use by children under 14; (v) circumvention of our security mechanisms; (vi) reverse engineering; (vii) defects or damage from viruses or other software problems introduced into the Product; (viii) defects or damage caused by unauthorized repairs; and (ix) any other use that is not in compliance with the recommendations in this document, our online materials, related documentation, and other user materials made available to you. We presume any cosmetic damage (e.g., scratches) resulted from misuse, abuse, or failure to operate the Product as instructed.

3. Normal wear and tear of Products, which includes damage resulting from normal wear and tear and normal depletion of parts (e.g., batteries), unless occurring due to defective workmanship or materials in the hardware of your Product. For example, only batteries that leak or exhibit fully charged capacity below a certain threshold of the actual rated capacity will be considered defective for purposes of this Extended Warranty.

Voided Extended Warranty. This Extended Warranty will be void and your Product will be ineligible for authorized repair (even for a fee) if you (a) circumvent any of our security mechanisms; (b) resell your Product; (c) remove the serial number or any legal notices from the Product; (d) use the Product in violation of any laws or your agreements with us; or (e) violate the [How to Start an Extended Warranty Claim](#) instructions in this Extended Warranty or any instructions provided by our Customer Care team.

Disclaimer and Limited Liability.

Nothing in this section will limit or exclude liability that cannot be limited or excluded under applicable law. For our International Friends, that means this section may not apply to you. Please refer to the [special terms](#) below for liability provisions that may apply in your jurisdiction.

YOU UNDERSTAND AND AGREE THAT TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THIS LIMITED EXTENDED WARRANTY IS THE ONLY EXPRESS EXTENDED WARRANTY MAGIC LEAP PROVIDES FOR THE PRODUCTS, AND THE ABOVE REMEDY IS YOUR SOLE AND EXCLUSIVE REMEDY. TO THE MAXIMUM EXTENT PERMITTED BY LAW, MAGIC LEAP EXPRESSLY DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS OF ANY KIND, INCLUDING EXPRESS, IMPLIED OR STATUTORY, REGARDING THE PRODUCTS, INCLUDING BUT NOT LIMITED TO THE WARRANTY OF MERCHANTABILITY, THE WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT.

YOU UNDERSTAND AND AGREE THAT, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, MAGIC LEAP IS NOT LIABLE TO YOU: (i) UNDER ANY THEORY OF LIABILITY (INCLUDING BUT NOT LIMITED TO CONTRACT, TORT (INCLUDING NEGLIGENCE), OR LOSS OF, DAMAGE TO, COMPROMISE OR CORRUPTION OF DATA); OR (ii) FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES THAT MAY BE INCURRED BY YOU IN CONNECTION WITH THE PRODUCTS OR THIS EXTENDED WARRANTY, INCLUDING BUT NOT LIMITED TO ANY LOSS OF DATA OR ANY FAILURE TO MAINTAIN THE CONFIDENTIALITY OF INFORMATION STORED IN THE PRODUCTS, WHETHER OR NOT MAGIC LEAP HAS BEEN ADVISED OR SHOULD HAVE BEEN AWARE OF THE POSSIBILITY OF ANY SUCH LOSSES ARISING. YOU EXPRESSLY UNDERSTAND AND AGREE THAT, TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, MAGIC LEAP'S TOTAL LIABILITY IN CONNECTION WITH THE PRODUCTS OR THIS EXTENDED WARRANTY WILL NOT EXCEED THE AMOUNT YOU ACTUALLY PAID MAGIC LEAP, OUR AFFILIATES OR OUR AUTHORIZED RETAILERS FOR THE PRODUCTS.

If your jurisdiction gives you any implied warranty, then to the maximum extent permitted by applicable law, the duration of such implied warranty is limited to the Extended Warranty Period. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Any customer support we elect to provide is provided "as-is" and without warranty of any kind.

Your Rights. This Extended Warranty gives you specific legal rights. You may also have other rights based on your jurisdiction. This warranty does not affect the rights you're provided by your jurisdiction concerning the sale of consumer goods. If you reside in one of the following states and purchased this Extended Warranty in that state, the terms stated below for that state apply to your purchase of this Extended Warranty. If there is a conflict between the following state variations and any other provision of our [Terms of Sale](#) (including any other provision of this Extended Warranty), the state variations below will control.

- *California Residents.* Unless otherwise required by this Extended Warranty, we will not provide you with all of the services and functional parts that may be necessary to maintain proper operation of the Products. We will not provide you with preventative maintenance. If you cancel this Extended Warranty within thirty (30) days of your Extended Warranty receipt, you will receive a full refund less the value of any service provided under this Extended Warranty. If you cancel this Extended Warranty in accordance with our [Terms of Sale](#) (including this Extended Warranty), and we do not refund the fees for this Extended Warranty or credit fees to your account within thirty (30) days after we receive your cancellation notice, the amount of the required refund or credit will bear interest, payable to you, at a rate of 10% per annum for each additional 30 days or fraction thereof.
- *Florida Residents.* The laws of Florida will govern this Extended Warranty and any dispute arising under it. The fees charged for this Extended Warranty are not subject to regulation by the Florida Office of Insurance Regulation. No cancellation fee will be imposed in the event of a cancellation. If this Extended Warranty is cancelled by us, we will return the entire amount paid by you, less any claims that we have paid and the cost of repairs made on your behalf. You have the right to receive this Extended Warranty by U.S. mail.
- *Illinois Residents.* This Extended Warranty may be cancelled within thirty (30) days after purchase if we have not provided service (as described above under 'Extended Warranty Service') and we will issue you a full refund. This Extended Warranty may be cancelled at any other time for a pro-rata refund based on the number of elapsed months, and less the value of any services received under this Extended Warranty.

- *Texas Residents.* Our obligations under this Extended Warranty are backed in full faith and credit of Magic Leap, Inc. If you have any questions regarding the regulation of our Extended Warranty or if you want to make a complaint related to us, you may contact the Texas Department of Licensing & Regulation, 920 Colorado, P.O. Box 12157, Austin, Texas 7811, (800) 803-9202.
- *Washington Residents.* If you cancel this Extended Warranty in accordance with our [Terms of Sale](#) (including this Extended Warranty), and we do not refund the fees for this Extended Warranty within thirty (30) days of receiving your cancellation notice, the amount of the required refund will bear interest, payable to you, at a rate of 10% per month for the unpaid amount due and owing. If there is any dispute under this Extended Warranty, you are not required to bring the action in a jurisdiction outside of Washington, and arbitration proceedings may be held near your permanent residence. Our obligations under this Extended Warranty are backed in full faith and credit of Magic Leap, Inc.

Cancellations and Refunds. Unless otherwise stated in our [Terms of Sale](#), the fees for this Extended Warranty may be refunded only with the return of your Magic Leap One in accordance with our [Return Policy](#).

This Extended Warranty may be sold alone or together with other products or services provided by Magic Leap within a program. The price for this Extended Warranty or the program it is contained within will be as specified on the online description pages and your order confirmation page.

No Modification. No employees or representatives of Magic Leap (or its affiliates or any third party) are authorized to modify this Extended Warranty. If any term of this Extended Warranty is held to be unenforceable, the remaining terms of this Extended Warranty will remain in full force and effect.

Repairs Outside of Extended Warranty. If you purchased a new Product from us or from one of our authorized retailers and your Product is not covered by this Extended Warranty, please contact our [Customer Care](#) team. While we cannot accept a return or exchange, we may be able to send you a quote for repairing your Product. Most importantly, we want to know what happened and make sure you're happy with your experience. To that end, we reserve the right to keep your Product if you elect not to pay for a repair and we determine (in our discretion) the Product is a safety hazard or cannot be used as intended without repair.

No Insurance. This Extended Warranty is not insurance and does not cover any perils (e.g., fire, theft or loss). At this time, we do not offer insurance. If you purchase a separate insurance policy for your Product from a third-party insurer, please coordinate reimbursement directly with the third party providing you insurance.

Special Terms for our International Friends

Hey, International Friends! These special terms set forth additional rights and supplemental terms that may apply to you and your Product. If there is a provision in these policies that is inconsistent with these special terms, the applicable special terms for your jurisdiction will apply.

European Union

General. The following special terms apply if you are a resident in the United Kingdom (“**UK**”) or the European Union (collectively, “**EU Customers**”).

If you are an EU Customer (i.e. you’re a natural person who enters into this Agreement for purposes that predominantly are outside your trade, business or profession), you have the right to cancel your contract within 14 days without giving any reason by following the process below.

To exercise the right to cancel, contact our [Customer Care](#) team and clearly state that you have decided to cancel your purchase. You may use the model cancellation form below, but it is not obligatory.

To meet the cancellation deadline, you must notify us of your cancellation or send back the Purchased Items using the steps outlined on our [Customer Care](#) site no later than: (1) 14 days from the date we delivered the Purchased Items to you, or (2) if you ordered multiple Purchased Items, no later than 14 days from the date your last Purchased Item was delivered to you.

If you cancel your purchase as set out above, we will reimburse all payments we receive from you for the returned Purchased Items, including the cost of delivery (except for the additional costs resulting from you choosing a delivery method other than the cheapest standard delivery offered by us), without undue delay (but not later than 14 days after the date we receive your notification to cancel your purchase). However, we may delay reimbursement until we have received the applicable Purchased Item or evidence that you returned the applicable Purchased Item to us. We will issue the reimbursement to the payment method you used to purchase the Purchased Items, unless you have expressly agreed otherwise. In any event, you will not incur any fees as a result of the reimbursement. We may make a deduction from the reimbursement for loss in value of any Purchased Items supplied, if the loss is the result of unnecessary handling by you.

You are only liable for any diminished value of the Purchased Items as a result of cancellation to the extent resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

This is a model cancellation form you can fill out and send back to us. If you have your proof of purchase handy, please attach that to your email to care@magicleap.com or letter. Please [contact us](#) if you have any questions.

To Magic Leap, Inc., 7500 W Sunrise Blvd, Plantation, FL 33322, email address: care@magicleap.com

I hereby give notice that I am cancelling my contract for the sale of the following items:

Item names:

Ordered on:

Received on:

Consumer name and address:

Consumer signature (if a paper form is sent to Magic Leap):

Today's date:

If you are an EU Customer, you have certain rights in relation to the things you buy, and to the legal liability of others, which are provided by both national and EU or UK law and which may apply regardless of the provisions set out in the Warranty above.

France. If you are an EU Customer who is a resident of France, the following special terms also apply:

The following statutory warranties apply in addition to (and regardless of) the rights granted to you in the Return and Warranty Policies above:

- We are liable for any non-conformity of the Products ordered under the Warranty (Articles L. 217-4 to L. 217-16 of the French Consumer Code, provided below) and any hidden defects in the conditions set forth in Articles 1641 to 1648 and 2232 of the French Civil Code. You may decide to enforce your rights granted by this statutory warranty against hidden defects within the meaning of Article 1641 of the French Civil Code. In such a case, you may choose between the rescission of the sale or a reduction of the sale price in accordance with Article 1644 of the French Civil Code.

If you bring a claim on the basis of a statutory warranty of conformity, you:

- have the right to bring an action within a period of two years following the delivery of the Product;
- may choose between the repair or replacement of the Product, provided that your choice does not lead to a manifestly disproportionate cost in relation to the other option, given the value of the product or the extent of the defect;
- are not required to provide proof of the existence of the Product non-conformity during a period of 24 months following delivery of the Product.

Relevant Articles of the French Consumer Code are provided below:

- Article L. 217-4: The seller is required to deliver a product which is conformed to the contract and is held liable for any lack of conformity which exists upon delivery. He is also held liable for any lack of

conformity caused by the packaging or the assembly instructions, or the installation if he assumed responsibility therefor or had it carried out under his responsibility.

- Article L. 217-5: To be conformed to the contract, the product must:
 1. Be suitable for the purpose usually associated with such a product and, if applicable: correspond to the description given by the seller and have the features that the seller presented to the buyer in the form of a sample or model; have the features that a buyer might reasonably expect it to have considering the public statements made by the seller, the producer or his representative, including advertising and labelling; or
 2. Have the features defined by mutual agreement between the parties or be suitable for any special requirement of the buyer which was made known to the seller and which the latter agreed to.
- Article L. 217-12: The claim resulting from the non-conformity lapses two years after delivery of the product.
- Article L. 217-16: When the buyer, during the term of the commercial warranty provided by the seller, asks that the seller repairs the product, any immobilization period of at least 7 days shall be added to the remaining term of the warranty. This 7 day period starts from the date of the consumer's request or at the date where the product has been handed to the seller for repair, if this date occurs after the consumer's request for repair.

Relevant Articles of the French Civil Code are provided below:

- Article 1641: A seller is bound to a warranty as to hidden defects of the thing sold which render it unfit for the use for which it was intended, or which so impair that use that the buyer would not have acquired it, or would only have given a lesser price for it, had he known of them.
- Article 1648 §1: The action resulting from hidden defects must be brought by the buyer within two years following the discovery of the defect.

Only the following limitations of liability apply (to the extent permitted by law):

- We are responsible for loss or damage you suffer that is a foreseeable result of our breach of the terms of the Warranty or our negligence. We are not responsible for any loss or damage that (i) it not foreseeable, beyond our control and which we cannot avoid through appropriate actions or (ii) which is caused by your breach of the terms of Magic Leap's policies. Loss or damage is foreseeable if it was an obvious consequence of our breach or if it was contemplated by you and us at the time that you purchased the Product.
- Nothing in Magic Leap's policies limit Magic Leap's liability to compensate you for losses you suffer because of a breach of any of Magic Leap's obligations.

Pursuant to Article L. 213-1 of the French Consumer Code, you are entitled to request access to all agreements entered into with you for a value of €120 or more. Your right to access such agreements may be exercised at any time by contacting legal@magicleap.com.

Germany. If you are an EU Customer who is a resident of Germany, the following special terms also apply:

The German statutory law provisions on representation and warranties apply in addition to (and regardless of) the rights granted to you in the Return and Warranty Policies above. No provision of such Return and Warranty Policies should be understood as a promise of a guarantee, except where specifically named as such.

Only the following limitations of Magic Leap's liability apply (to the extent permitted by law):

Magic Leap shall be liable to you under these policies in accordance with the following provisions: (i) Magic Leap shall be liable for losses caused intentionally or with gross negligence by Magic Leap; (ii) Magic Leap shall be liable for damages to life, body or health caused with intent or negligence of Magic Leap, its legal representatives or vicarious agents; (iii) Magic Leap shall be liable in accordance with the German Product Liability Act in the event of product liability or any other liability that may not be restricted or excluded pursuant to German law; (iv) Magic Leap shall be liable for losses caused by the slightly negligent breach of its primary obligations by Magic Leap, its legal representatives or vicarious agents. Primary obligations are such duties which form the essence of the warranty policies, which were decisive for the conclusion of the Agreement and on the performance of which you may rely (so called 'cardinal duties'); Magic Leap's liability in this regard is limited to damages which are typical and foreseeable at the time you agreed to the terms of these policies; and (v) Magic Leap shall be liable for loss of data only up to the amount of typical recovery costs that would have arisen if proper and regular data backup measures had been taken.

UK. If you are an EU Customer who is a resident of the UK, the following special terms also apply:

The UK statutory rights with respect to Product quality apply in addition to (and regardless of) the rights granted to you in the Return and Warranty Policies above.

We are under a legal duty to supply you Products that are in conformity with our [Terms of Sale](#). In addition to any other rights you may have, as set out above, you have the benefit of other legal rights in connection with the goods, services and digital content that you buy from us, which provide protection if there are defects or errors.

The following is a brief summary of key UK statutory rights with respect to Product quality (subject to exceptions). If you purchase a Product, it must be as described, fit for purpose and of satisfactory quality when you receive it. If it is not then, during the first 30 days after delivery, you are entitled to reject the

Product and claim a refund. If the first 30 days after delivery have elapsed, you can alternatively ask for a defective Product to be repaired or replaced, and if the repair or replacement is not successful you can claim a refund (or a price reduction if you wish to keep the Product). For more detailed information about your rights and exceptions to those rights please contact Citizens Advice or another legal/consumer affairs adviser in the UK.

Only the following limitations of Magic Leap's liability will apply (to the extent permitted by law):

(a) Subject to (b), (c) and (d) below, Magic Leap shall not be responsible for any loss or damage you may suffer if the loss or damage was: (i) not caused by any breach or failure by Magic Leap; (ii) not reasonably foreseeable to both you and Magic Leap; or (iii) caused by events which neither Magic Leap nor its suppliers could have foreseen or forestalled even if Magic Leap or they had taken reasonable care;

(b) Magic Leap shall not be liable for any loss of revenue, profits, sales, commercial opportunity, anticipated savings, wasted expenditure, data or goodwill or any business-related damages, costs or losses;

(c) Magic Leap does not limit or exclude any liability Magic Leap may have to you for death, or personal injury caused by its negligence or the negligence of its employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of the legal rights summarised above in this UK section of the special terms; or for defective products under the Consumer Protection Act 1987; or for any liability that cannot be limited or excluded by law; and

(d) Magic Leap will not be liable for damage to your device which you could have avoided by following Magic Leap's advice to apply a free update, patch or replacement or for damage which was caused by you failing to correctly follow installation instructions or minimum system requirements advised by Magic Leap.

Our Address. Magic Leap, Inc., 7500 West Sunrise Blvd., Plantation, Florida 33322 USA.