

Refund policy

Return Policy and Limited Warranty Terms

Effective: October 06, 2021

1. [RETURN POLICY](#)
2. [HOW TO INITIATE A RETURN](#)
3. [LIMITED WARRANTY](#)
4. [WHAT THE LIMITED WARRANTY DOES NOT COVER](#)
5. [HOW TO INITIATE A WARRANTY CLAIM](#)
6. [DISCLAIMER OF IMPLIED WARRANTIES AND RELEASE](#)
7. [EXCLUSION OF CONSEQUENTIAL AND INCIDENTAL DAMAGES](#)

The following Return Policy and Limited Warranty Terms apply to Wyze hardware products (the “**Products**”). These Return Policy and Limited Warranty Terms are in addition to, and not in lieu of, your rights and obligations under the Wyze Terms of Service (the “**Standard Terms**”) and the following Supplemental Terms that may apply to your use of the applicable Products or Services (the “**Supplemental Terms**”):

1. [Supplemental Terms for the Wyze Cam](#)
2. [Supplemental Terms for Gift Cards](#)
3. [Supplemental Terms for Cam Plus Services](#)
4. [Supplemental Terms for Cam Plus Pro Services](#)
5. [Supplemental Terms for Sprinkler Plus Services](#)
6. [Supplemental Terms for Home Monitoring Service](#)
7. [Supplemental Terms for Emergency Button Service](#)
8. [Supplemental Terms for Wyze Wearables](#)
9. [Supplemental Terms for the Wyze Scale](#)
10. [Supplemental Terms for Wyze SMS Program](#)
11. [Return Policy and Limited Warranty Terms](#)

The Standard Terms and the Supplemental Terms are incorporated by reference herein. If there is a conflict between the Return Policy and Limited Warranty Terms and the Standard Terms, the Return Policy and Limited Warranty Terms will control for that conflict. If there is a conflict between the Return Policy and Limited Warranty Terms and the Supplemental Terms, then the Return Policy and Limited Warranty Terms will control for that conflict. Capitalized terms not defined in these Return Policy and Limited Warranty Terms have the meanings assigned to them in the Standard Terms or the Supplemental Terms. If there is a conflict between this Return Policy and Limited Warranty Terms and mandatory requirements prescribed by law based on the location of purchase or your jurisdiction of residence, those mandatory legal requirements will prevail.

1. RETURN POLICY

Wyze hopes that you will be pleased with your Product. However, if for any reason you decide to return a Product that you purchased from our Site or Wyze App, or a Product that you received with a Wyze Home Monitoring subscription or other subscription purchase, you must notify Wyze and return the Product to us within thirty (30) days from the date the Product was purchased. Wyze will not accept returns of Products purchased from other retailers. Those Products are subject to that retailer’s return policies and Wyze disclaims any liability with respect to the return of such Products.

Additionally, Wyze will not accept a return if the Product

- is not purchased from our Site or Wyze App
- is not in its original condition with all original cords, adapters, documentation, accessories and packaging
- is returned from outside of the country where the Product was originally shipped to by Wyze

Wyze does not take title to returned Products until the Product is received by Wyze. Once the Product you are returning has been received and processed, Wyze will issue a refund to the original payment method used to purchase the Product. If the Product was purchased with a gift card, Wyze will issue a gift card for the refund amount. For items given or received as a gift, Wyze is only able to issue a refund to the payment method used by the purchaser. The refund amount will include the purchase price of the returned Product and any associated sales tax. Unless prohibited by law, any shipping and handling charges paid for the original purchase will not be refunded.

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.

2. HOW TO INITIATE A RETURN

To make a warranty claim, please fill out a [support ticket](#) with "Returns" as the support topic. The support ticket must be submitted to the same Wyze site you placed your original order with. In your support ticket, please provide the order number or sales invoice provided by Wyze when the Product was purchased.

Once your return request is processed, Wyze will provide you with return instructions and a prepaid shipping label for returning the Product from the country where the Product was originally shipped to by Wyze. To be sure the Product arrives in its original condition, package and ship it using the label and instructions provided by Wyze. Ship the Product to Wyze with all cords, adapters, documentation, and accessories that came with the Product and the original packaging within 10 days of Wyze providing you with return instructions. Failure to do so may result in Wyze rejecting the return of the Product you are returning.

You will be informed by e-mail once Wyze receives and has processed your return. If, as reasonably determined by Wyze, a Product shipped to Wyze is ineligible for return, Wyze will not be responsible for returning the ineligible Product. Wyze has no obligations with respect to Products ineligible for return.

3. 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 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 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.

4. 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

5. 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.

6. 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.

7. EXCLUSION OF CONSEQUENTIAL AND INCIDENTAL DAMAGES

WYZE SHALL HAVE NO OBLIGATION OR LIABILITY, WHETHER ARISING IN CONTRACT (INCLUDING WARRANTY) TORT (INCLUDING NEGLIGENCE) OR OTHERWISE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING OUT OF THE USE OF, OR INABILITY TO USE, THIS PRODUCT OR ARISING OUT OF ANY NONCONFORMITY OR DEFECT IN THE PRODUCT, OR DEFECT IN ANY SERVICE PROVIDED UNDER THE LIMITED WARRANTY. This exclusion applies even if Wyze has been advised of the possibility of such damages. This exclusion applies even if the above warranty fails of its essential purposes and regardless of whether such damages are sought for breach of warranty, breach of contract, negligence, or strict liability in tort or under any legal theory.

Some jurisdictions do not allow the exclusion or limitation of liability for consequential or incidental damages, so the above limitation may not apply to you.