



LEONARDO

Warranty and Customer Support

Introduction

When customers buy a product, they want to be sure that it will be in full working order and that there are guarantees in place if anything doesn't work as it should.

This may be especially important for customers buying smart eyewear that include innovative technology and advanced digital functionalities.

You can give your customers peace of mind when they make their purchases by telling them about the warranty and customer support policies available to protect them.



Warranty

Warranty Period

Smart eyewear typically carries a warranty period of two years from the date of purchase. Within the European Union and the European Free Trade Association, the limited warranty period is two years; in all the other regions, the period is one year. The warranty is valid only when accompanied by proof of purchase from authorized retailers.

Warranty Coverage

Within the warranty period:

- Repair and replacement services are offered free of charge.
- Authorized retailers handle lens replacements directly; however, this may vary depending on the specific product.

After the warranty expires:

- Services such as repairs or replacements for frames or charging cases may incur costs.
- Replacement products may be new or refurbished, subject to local legal provisions and availability.



Warranty

Accessory Coverage

Accessories such as charging cases or pads are usually covered under the warranty. Customers can purchase replacements through authorized sales channels or online portals, even if the accessories are not defective but have been lost or damaged.

Limitations and Exclusions

The warranty does not include coverage for:

- Damage from misuse, accidents, negligence, theft, misplacement, or improper usage.
- Costs associated with installation, delivery, labor, or product setup.
- Normal wear and tear, including lens scratches.
- Damage resulting from unauthorized modifications, servicing, or combination with unapproved products, components, or software.
- Products adapted for use outside the intended country or region.
- Products with removed or altered authenticity or anti-counterfeiting labels.

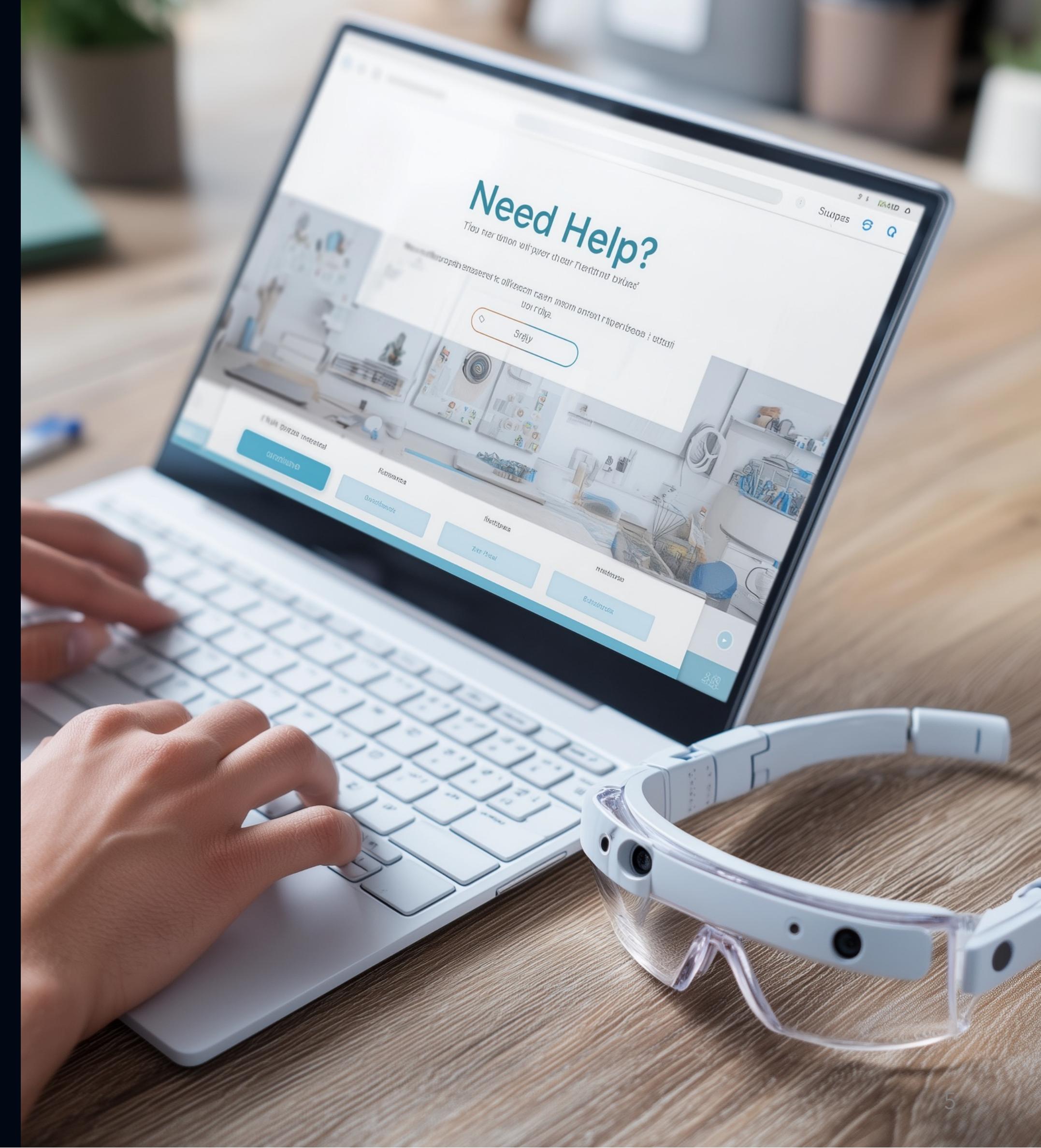


Customer Support

Resources

Customers seeking support can access various resources:

- Online help sections available via the brand's official website or companion mobile app.
- Direct support channels, including live chat, email, or phone communication, depending on the region.
- Downloadable quick-start guides, user manuals, and instructional videos for product setup and troubleshooting.
- Visual troubleshooting guides and how-to videos that assist customers in resolving common issues effectively.
- Technical support at the store where the purchase was made, ensuring convenient and personalized assistance when needed.



Customer Support

Technical Support

Store teams receive foundational training in basic product use, troubleshooting, and first-level assistance for technical issues. If troubleshooting is unsuccessful, you have the option to escalate the issue to dedicated second-level support. Details on escalation procedures, as well as technical support contacts, are provided in the store operation instructions.

Health and Safety Procedure

The following safety checks should be performed whenever a product is returned:

- Confirm no physical damage such as melting, burning, or leakage of liquids.
- Verify that no damage poses safety risks before processing returns.
- Follow mandatory safety and handling guidelines to prevent hazardous situations. Products deemed unsafe due to damage or malfunction may require special handling and should not be sent directly back to service centers.



© 2025 EssilorLuxottica Group. All images and text in this tool are protected by copyright laws and are for internal use only. They may not be used or reproduced in any form or manner without the prior written permission of EssilorLuxottica Group, or in the case of third-party materials, the owner of that content.

This module contains images created with artificial intelligence tools for the sole purpose of providing a visual representation of the content described. Any resemblance to real places, objects, people, or events is purely coincidental and is in no way intended to recreate or alter public figures, specific events, or intellectual property.