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Warranty and Customer Service

Ray-Ban

∞Meta

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The Warranty

The Warranty

Once a customer has purchased a pair of Ray-Ban Meta smart glasses, they may have some specific questions about the warranty.

Let's take a look at the most important points to consider.



Warranty Period

In North America and Australia, the warranty period is 1 year from the date of purchase of the product.

Within the European Union or the European Free Trade Association, the limited warranty period is 2 years.

Please note that the warranty is only valid with proof of purchase that clearly shows the date the product was bought from an authorized EssilorLuxottica retailer.

Disclaimer: Both warranty terms and remedies may vary from country to country. If you have any questions, please contact your local team.



Conditions and Remedies



This warranty is valid only in the countries where Ray-Ban Meta smart glasses are sold (US, Canada, Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Norway, Spain, Sweden, UK, Italy and Australia).

The remedies under this warranty are:

- **Repair:**
 - If under warranty, the service of replacement and repair is free of charge
 - If out of warranty, the service of replacement and repair of the frame/case is a paid service
- **Replacement:**
 - If a product needs to be replaced, it may be a new, refurbished, or remanufactured product, subject to rights under local law(s)

Not all remedies are available everywhere (depends on the specific country).

How To Make a Warranty Claim

The customer can submit a claim:

- On the Ray-Ban Warranty Portal for consumers (where available) at:
<https://customersupport.luxottica.com/wcsstore/ray-ban.html>
- By contacting Customer Service (Norway/Australia)

To make a warranty claim, the customer must return the product to EssilorLuxottica or the authorized retailer where the product was purchased, together with the proof of purchase.



Limitations and Exclusions



The warranty does not cover and EssilorLuxottica is not responsible for:

- Delivery or installation, or the cost of labor to set up the Product and/or adjust the Customer's controls on the Product
- This warranty is limited and does not cover scratches on lenses. Lens installation or replacement should be performed by EssilorLuxottica or an authorized EssilorLuxottica dealer. Any damage caused by the unauthorized installation, replacement, or alteration of lenses is not covered by this warranty
- Damage caused by misuse, abuse, accidents, fire, theft, disappearance, misplacement, power fluctuations and surges, connection to improper voltage or incorrect electrical line voltage, viruses, malware, reckless, willful, or intentional conduct or neglect
- Damage caused by servicing of the product not authorized in advance by EssilorLuxottica
- Damage caused by use not in accordance with the product instructions/documentation
- Damage caused by failure to follow the product instructions/documentation or to perform cleaning or preventive maintenance

Limitations and Exclusions



- Damage caused by the combination of the Product with other non-EssilorLuxottica brand products, accessories, parts, or components, or by the use of products, equipment, systems, utilities, services, software, parts, supplies, accessories, applications, installations, repairs, external wiring, or connectors not supplied or authorized by EssilorLuxottica that damage the Product
- Signal problems, reception problems, and distortion due to noise, echo, interference, or other signal transmission and delivery problems
- Any equipment or components not included in or with the product as originally sold
- Normal wear and tear, including lens scratches
- Damage caused by improper transportation or packaging when returning the product to EssilorLuxottica or a Ray-Ban Meta collection retailer
- A product that needs to be modified or adapted to operate in a country other than the one for which it was designed, manufactured, approved, and/or licensed, or a product that needs to be repaired because of such modifications
- Products that have had their anti-counterfeiting code (or equivalent) removed, erased, defaced, altered, or rendered illegible

Charging Case

Ray-Ban | Meta

Replacement cases are available only through the Ray-Ban Warranty Portal.

The customer must first create an account.

After logging in as a registered user, they should select "Buy Replacement Parts" and enter the Ray-Ban smart glasses model code to ensure the correct case is purchased.

It is currently only possible to purchase one case per order.



The Customer Support

The Customer Support



Start-Up Support

After the sale, if a customer requires assistance with downloading the app, connecting the glasses to the app, or using the basic features, you can consult the complete reference guide included in the package.

Support Pages

Customers can also seek assistance by visiting the Ray-Ban Support Portal and Meta Help Center via the Help and Support page in the Meta View App. Here, they will find additional information and the main tips for troubleshooting.

Contact Us

If further assistance is needed, customers may contact any retailer, consumer electronics reseller, or wholesaler. Customers who purchased their product from a Ray-Ban store may contact the Contact Center; the Ray-Ban Meta collection is supported by a dedicated team.

Technical Support

Escalation to Meta should not be handled directly by sales assistants. Sellers should direct customers to the Ray-Ban Technical Support Portal. Customers will then be required to provide additional information to manage the escalation process (some of this information will be available in the application settings, such as serial number, application version, etc.). Depending on the type of problem, managers will decide which requests to forward directly to the Meta team.



The Customer Support



SECTION	QUESTION	ANSWER
Setup	<p>How do I download the Meta View App?</p> <p>How do I connect Ray-Ban Meta collection eyewear to the app?</p> <p>Do I need to have a Meta account to use the Meta View App and Ray-Ban Meta smart glasses?</p> <p>Do I need to be connected to my phone to capture videos or photos?</p>	<p>You can download Meta View App, the Ray-Ban Meta collection companion app, from the Apple Store or Google Play Store. <i>Please note: The app is only available for download in supported countries.</i></p> <p>Pair the app and frame via Bluetooth during the initial setup. If your Ray-Ban Meta smart glasses disconnects, you can reconnect it through the Meta View App settings.</p> <p>You need a Meta account to log in to the Meta View App. Both new and current users have the option to create a new Meta account or sign in with an active account. You can create a new account using your email, Facebook, or Instagram login. When creating an account, you'll be asked to provide basic information such as your name, birthday, and e-mail address.</p> <p>No connection to your phone is required to capture videos or photos. To use the app to view the videos/photos you have captured, you need to transfer them to the Meta View Capture Gallery using a Bluetooth or Wi-Fi connection.</p>



The Customer Support



SECTION	QUESTION	ANSWER
Setup	<p>What do I need to use Ray-Ban Meta smart glasses?</p> <p><i>Please note:</i> The product is primarily tested on iPhone, Samsung, and Pixel smartphones. Anything else may work but is not certified.</p>	<p>To use Ray-Ban Meta smart glasses, you need to connect them to a smartphone and the Meta View App. Here's the full list of what is required:</p> <ul style="list-style-type: none">• Smartphone with a recently released operating system: Android 10 and above (with location services enabled) or iPhone 10 and above (with iOS 14.4 and above) <p><i>Please note:</i> The product is primarily tested on iPhone, Samsung, and Pixel smartphones. Anything else may work but is not certified.</p> <ul style="list-style-type: none">• Wireless internet access• USB-C charging port• A valid Meta account• Meta View App
	<p>What's included with my Ray-Ban Meta smart glasses?</p>	<p>Your Ray-Ban Meta smart glasses come with the following accessories and user guides:</p> <ul style="list-style-type: none">• Charging case• Quick Start Guide• Safety and Warranty Guide• Prescription card <p><i>Please note:</i> Wall adapter and charging cable are not included.</p>

The Customer Support



SECTION	QUESTION	ANSWER
Camera	How do I use the camera while moving or in low light conditions?	The 12MP camera automatically adjusts to your surroundings for consistently high-quality photos and video.
	Can I use Ray-Ban Meta collection to capture videos and photos indoors?	Yes, you can use Ray-Ban Meta collection to capture spontaneous moments indoors.
Meta Artificial Intelligence Assistant*	What languages does the Meta Artificial Intelligence Assistant support?	The Meta Artificial Intelligence Assistant supports simple command features in English, French, and Italian. However, creative voice features are only available in English.
	What voice commands can I use with "Hey Meta"?	You can use "Hey Meta" to answer questions in-the-moment, learn new information, augment your creativity and express yourself hands free, while also taking photos and videos, calling, messaging, controlling media and volume.
Maintenance and safety	Can I use my Ray-Ban Meta smart glasses while driving?	For safety reasons, do not take videos or photos while driving, and consider turning off your glasses to keep your focus on the road.
	Where can I store the glasses?	To protect the technology inside your glasses, never leave them in direct sunlight or in a hot car.
	How do I clean them?	To clean your eyewear, use a microfiber cloth with a non-abrasive solution. Never use bleach or hold the glasses under running water.



The Customer Support



SECTION	QUESTION	ANSWER
Troubleshooting	What are the main troubleshooting steps?	<p>Here are the main troubleshooting steps that can be followed to resolve any problems with the Ray-Ban Meta collection. These steps may also be consulted directly in the Meta View App.</p> <p>Restarting the glasses</p> <ol style="list-style-type: none">1. Slide the "On/Off" button back (Switch Off) and then forward (Switch On)2. The glasses should pair automatically3. If not, unpair the glasses from the Meta View App and from the list of Bluetooth devices on your phone and repeat the pairing process <p>Force pairing mode</p> <ol style="list-style-type: none">1. Close the lens hinges and press and hold the capture button for 12 seconds2. The glasses will automatically begin the pairing process <p>Hard reset</p> <ol style="list-style-type: none">1. Press the capture button 5 times until the user LED turns orange2. Press and hold the capture button until the user LED starts flashing3. Release the capture button and wait for the LED to turn white and then green, indicating the factory reset is complete, before turning off the glasses <p>Warning: This will erase all captures stored on your glasses.</p>

The Customer Support

SECTION	QUESTION	ANSWER
Product status and safety issues	What checks should be performed to verify the status of the product upon return?	<p>Below are the key checks to perform to verify the status of the product upon return and to identify any safety issues.</p> <ul style="list-style-type: none">• Verify that the product has not melted/burned• Verify that there is no liquid loss from the product• Verify that there is no odor coming from the product• Verify that the product is not getting excessively hot <p>If any safety issues are found, the procedures established for the disposal of hazardous materials must be followed and the product cannot be returned to the service center.</p>



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