

# 眼镜售后保修政策

本眼镜产品和相关服务是根据本眼镜产品保修（“保修”）政策提供的，严格遵守适用法律。接受这些条款、购买我们的产品或使用我们的服务意味着您理解这是一份具有法律约束力的文件，并同意受此处条款和条件的约束。请仔细阅读条款的全部内容。如果您不同意这些条款，请不要使用产品或我们的服务。请注意，本保修不会减少或剥夺您在任何适用法律法规下的任何权利。

本保修仅适用于直接从 Nreal 购买的本眼镜产品。通过任何其他渠道购买的产品，包括二手购买（即使产品是新的）不在本保修范围内。如果本产品是从第三方卖家处购买的，请参阅卖家对本产品的保修政策。

## 账户信息

要访问和使用服务的某些功能，必须注册一个帐户。通过创建一个帐户，您同意：(i) 提供准确、最新和完整的帐户信息；(ii) 维护您自己的密码安全，不与任何人共享您的密码，并对因未经授权访问您的帐户而产生的任何风险负责；(iii) 如果您发现或怀疑与服务相关的安全问题，立即通过电子邮件通知我们 [after\\_sales@nreal.ai](mailto:after_sales@nreal.ai)。

## 退货、换货和维修

Nreal 向您提供保修期内规定的有限保修，并且依据下文所述的保修服务条款。如果以下规定的任何时间段短于您所在国家或地区适用法律规定的任何强制性期限，则遵从法律规定的期限。

如果产品有故障或缺陷，并且这不是由不当使用、未能遵守本眼镜用户手册或其他

Nreal 无法控制的外部损坏造成的，您可以选择根据眼镜售后保修政策申请退货、换货或维修。

如需退货，请在您收货后 7 天内与我们联系。如需换货，请您在收货后 15 天内与我们联系。如需维修，请在收货之日起 1 年内与我们联系。

请按照下面“故障检测”下的说明，要求我们提供评估和帮助。通过此程序，Nreal 将评估产品的状况，并通知您产品是否符合保修条款下的退货或换货条件。

在退回产品并根据 Nreal 保修提出索赔时，您必须提供原始购买凭证。所有退回的物品必须确保在其原始包装中，并与交付给您时的状态相同（即保持原有包装、外观完好、商品本身及配件的商标和各种标识完整齐全），没有可见的损坏。您必须退回产品附带的所有组件、配件和任何促销礼品或赠品。如果任何组件、备件或促销礼品、赠品丢失或被使用、商品出现人为损坏、包装箱缺失等情况，我们将不接受您在此条款下的退货。您将负责退货中产生的所有费用。

在保修期内更换产品时，首先，我们的售后服务中心会对产品进行测试，并可能与您联系以获取更多信息。一旦产品经过测试，我们将与您联系并提供以下选项：

- 如果发现产品有缺陷并符合本条款下的换货条件，我们将免费为您维修或换货。更换产品的保修期将从您收到之日起重新开始。
- 如果没有发现缺陷，产品将退回给您，并向您收取运费和手续费。
- 如果我们确定故障是由与 Nreal 无关的外力造成的，您可以使用我们的付费维修服务，或者您可以要求将产品退回给您，并将向您收取运费和手续费。

本 Nreal 保修是对您所在司法管辖区有关消费品销售的法律规定的任何权利的补充，并不影响您的任何权利。

## 维修条款

如果产品在一年保修期内出现质量问题，您将有权获得我们的免费维修服务，但须符合以下条件。

首先，请按照下面“故障检测”下的说明，要求我们提供评估和帮助。如果我们确定产品的状况在保修范围内，我们将免费为您维修处理。

对于已维修的产品，更换的部件质保期为原始保修期内的剩余时间和 30 天（以较长的时间为准）或适用于您所在司法管辖区的额外保修期。您将不会被收取任何费用。

维修或更换可能会涉及使用性能和功能条件等相同的零部件。Nreal 公司或其代理商将已经维修好的且处于良好工作状态的产品或配件退还给您。Nreal 公司根据本有限质保声明条款为您提供保修后，更换之前的任何产品、配件或其零部件将成为 Nreal 公司的财产。

本 Nreal 保修是对您所在司法管辖区有关消费品销售的法律规定的任何权利的补充，并不影响您的任何权利。

## 保修期

保修内容	眼镜	数据线	配件（鼻托、镜片框、遮光罩、收纳盒）
保修期	1 年	1 年	3 个月

- 保修期根据购买后收货日期开始计算，确认收货日期基于快递签收日期。

## 故障检测

发现产品或配件故障后，应采取以下措施：

1、查阅用户手册或访问官网链接 [www.nreal.cn](http://www.nreal.cn)，获取相关信息以识别和解决问题；

2、如果在参考用户手册或访问官网链接后仍无法解决问题，您可以联系 Nreal 官网“联系我们”的“客户服务”或发送电子邮件给 [after\\_sales@nreal.ai](mailto:after_sales@nreal.ai) 寻求进一步的帮助和信息。

3、联系 Nreal 时，请通过官网链接的“联系我们”或 [after\\_sales@nreal.ai](mailto:after_sales@nreal.ai) 邮箱提交正确信息：

- 您的产品采购订单；
- 根据采购订单的问题产品序列号 SN；
- 故障描述和视频或图片；
- 确保您的地址和联系方式在进行购买后没有发生变化，或提供您准确的当前地址和联系方式；
- 确保购买产品的原始发票、收据或销售单都保存完整。您根据本有限质保声明提出任何索赔时，您须出示有效的购买证据。若不能提供有效的购买证明，则 Nreal 公司无义务提供本有限质保声明项下的支持服务。

在完成这些步骤后，Nreal 公司将在确认问题后，指示您如何处理货物以及如何及时将不良产品或配件退回。您可能须提前承担将产品或配件退回给 Nreal 公司所产生的运输、包装及保险费用，同时您应采取合理的、足够的包装保护措施，避免产品在运输过程中造成任何撞击、压迫或暴力装卸货所致的损害等，如果收到货物后发现由于包装不良导致货物损坏，Nreal 公司不负任何责任；在您寄回任何产品或配件进行维修服务之前，请您务必将设备中的任何机密资料、资讯全部备份并从设备中删除。针对您未备份的任何程式、资料的任何损坏或遗失，Nreal 公司均不负任何责任。

## 保外条款

**请注意！以下情况不在保修范围内**

- 在免费保修期外的产品；
- 无保修卡、发票或保修卡与发票信息不符；
- 恶意损坏保修卡内容、产品信息，包括模糊破坏、自行撕毁、篡改等；
- 粗暴放置、直接阳光曝晒、液体接触、置放于潮湿或极度高温或其他严苛环境下

或在环境发生急剧变化下的使用；

5、人为原因造成的损坏：如产品或配件的物理损坏，包括但不限于产品或配件（包括任何屏幕）表面上的裂痕或划痕；

6、未按《用户手册》的要求使用、保养及调整造成的任何损坏；

7、超出正常使用条件，强行使用本产品造成的故障或损伤；

8、将产品与其他有缺陷、不适宜结合使用、或有故障的设备结合使用；

9、未经乙方授权的人员私自拆卸或修理或刷机；

10、不可抗力因素造成的损坏；

11、由于正常损耗所导致的产品或配件磨损；

12、使用未经过乙方认可的配件；

13、违反任何法律或甲方与乙方的协议使用产品；

14、其他非产品本身设计、制造、质量等问题而导致的故障和损坏；

15、由于未按照产品说明书要求安装、电源或外部环境使用产品等非乙方控制的其他原因。

**此有限保修为您提供除适用法律规定的其他权利之外的特定权利。然而，在法律允许的范围内，本保修是 Nreal 提供的唯一和独家保修。Nreal 拒绝所有其他明示或暗示的保证（包括但不限于对商业销售性、令人满意的质量、特定用途的适用性、所有权和非侵权性的任何保证），Nreal 的责任应仅限于原始购买价格。您明确放弃任何意外或间接损害的权利。**

## 联系我们

如果您对这些条款或我们的服务有任何疑问，请联系我们：[after\\_sales@nreal.ai](mailto:after_sales@nreal.ai)。



# The Glasses Limited Warranty

The Glasses products and related services are provided under the terms of this Glasses Product Warranty (the "Warranty") strictly in compliance with applicable laws. Accepting these terms, purchasing our product, or using our services means that you understand that this is a legally binding document and agree to be bound by the terms and conditions herein. Please read the entire contents of the terms carefully. If you do not agree to these terms, please do not use the product or our services. Please note that this Warranty does not reduce or deprive you of any rights under any applicable laws and regulations.

This warranty only applies to Glasses products purchased directly from Nreal. Products purchased through any other channels, including second-hand purchases (even if the product is new) are not covered by this Warranty. If this product was purchased from a third-party seller, please refer to the seller's warranty policy for this product.

## Account Information

To access and use certain features of the service, an account must be registered. By creating an account, you agree to: (i) provide accurate, up-to-date and complete account information; (ii) maintain your own password security, not share your password with anyone, and be responsible for any risks arising due to unauthorized access to your account; (iii) immediately notify us by email to [after\\_sales@nreal.ai](mailto:after_sales@nreal.ai) if you find or suspect a security issue relating to the service.

## Return, Exchange and Repair

Nreal offers to you a limited warranty as set forth within the Warranty Period and in accordance with the terms of warranty service described below. If any time period specified below is shorter than any mandatory time period prescribed by applicable laws of your country or region, the time period prescribed by law applies.

If a product is faulty or defective, and this is not caused by improper use, failure to comply with this GlassesUser Manual, or other external damage beyond Nreal's control, you may choose to apply for a return, exchange, or repair under the Nreal Limited Warranty.

For returns, please contact us within 7 calendar days of delivery. For exchange, please contact us within 15 calendar days of delivery. For repair, please contact us within 1 year from the date of delivery.

Please follow the instructions under the **"Making a claim under the Nreal Warranty"** below to request assessment and assistance. Through this procedure, Nreal will assess the conditions of the product and inform you whether the product is eligible for return or exchange under the Warranty.

When returning products and making a claim under the Nreal Warranty, you must provide proof of purchase. All returned items must remain in their original packaging in the same condition in which they were delivered to you without visible damage. You must return all components, accessories and any promotional gifts that come with the products. If any components, spare parts, or promotional gifts are missing, we will not accept your return under this term. You are responsible for all expenses incurred in the return.

When exchanging products under the Warranty, first, our after-sales service station will test the products and may contact you for additional information. Once the product has been tested, we will contact you and offer the following options:

-If the product is found to be defective and is eligible for exchange under this term, we will repair or exchange it for you (at our sole discretion) for free. The warranty period of the replaced product will restart from the date when you receive it.

-If no defect is found, the products will be returned to you and you will be charged a shipping and handling fee.

-If we determine the malfunction is caused by external forces unrelated to Nreal, you may use our repair service for a service fee, or you may ask that the product be returned to you and you will be charged a shipping and handling fee.

This Nreal Warranty is in addition to, and does not affect any rights you have under the laws in your jurisdiction concerning the sale of consumer goods.

## Repair Terms

If a product malfunctions within the one-year Warranty Period, you may be eligible for our free repair service subject to the following conditions.

First, please follow the instructions under the **"Making a claim under the Nreal Warranty"** below to request our assessment and assistance. If we determine that the conditions of the product are covered by the warranty, we will handle the repairs for you for free.

For repaired products, the new warranty period for any replacement part is 30 days, or the remaining time within the original warranty period, or any applicable additional warranty period that is mandatory under the laws of your jurisdiction, whichever is longer. You will not be charged for shipping and handling costs incurred for repairing products under warranty.

Repair or replacement may involve the use of parts that are not the same as the original but with equivalent performance capabilities and functionality. Nreal will return the repaired products in good working condition to you. After Nreal provides you with services under warranty in accordance with the terms of this limited warranty statement, any replaced products or parts will become the property of Nreal.

This Nreal Warranty is in addition to, and does not affect any rights you have under the laws in your jurisdiction concerning the sale of consumer goods.

## Warranty Period

If a product malfunctions within the one-year Warranty Period, you may be eligible for our free repair service subject to the following conditions.

Warranty Scope	Glasses	Type-C Cable	Accessories (nose pad, Lens frame, light shield, storage box)
Warranty Period	1 year	1 year	3 months

-The warranty period starts when you accept delivery of the product.

## Making a claim under the Nreal Warranty

After discovering faults with products or accessories, you should take the following measures:

1. Refer to the users' manual or visit the official website [www.nreal.cn](http://www.nreal.cn) to acquire relevant information to identify and address the problems;
2. If problems cannot be resolved after referring to the users' manual or visiting the official website, you can contact the "contact us" of Nreal

official website or send an email to [after\\_sales@nreal.ai](mailto:after_sales@nreal.ai) for further help and information.

3. When contacting Nreal, please submit the correct information through "contact us" of the official website or [after\\_sales@nreal.ai](mailto:after_sales@nreal.ai) email:
  - a. Your product purchase order;
  - b. The serial number of the problematic products according to the purchase order;
  - c. The fault description and Video or picture;
  - d. Ensure your address and contact information has not changed after making the purchase, or provide your accurate current address and contact information;
  - e. Ensure that you have the original invoice, receipt or sales slip provided when you bought the product. If you make any claim within the Warranty Period, you should present valid purchase evidence; otherwise, Nreal has no obligation to repair or replace the product under the Nreal Warranty.

After you finish the above steps, after confirming the existence and nature of problems, Nreal will provide information on how to return the defective products. You should pay for shipping, handling and insurance fees and other costs in advance. At the same time, you should package the products returned in a proper way to protect it from any damage caused by collision, compression or violent loading and unloading in the process of transportation. If the product is damaged because of your improper packaging, the product will no longer be covered by the warranty. Before you send back any product, please backup any personal data and confidential information, and delete them from the equipment. Nreal will assume no liabilities for any damage directly or indirectly caused by the loss or disclosure of your personal data or confidential information if you did not backup or delete them from the returned device.

## Policy for damage or faults not covered by the Nreal Warranty

The following conditions are not covered by the warranty:

1. Claims made after expiry of the Warranty Period;
2. Warranty card, invoice, or proof of purchase is missing, or warranty card or invoice information does not match the proof of purchase;
3. Maliciously damaged warranty card content or product information, including destruction, tearing, tampering, etc.;
4. Rough handling, direct sunlight exposure, liquid contact, storage in humid or extremely high temperature or other harsh environment, or use during severe environmental changes;
5. Damage caused by external factors: such as physical damage to the product or accessories, including but not limited to cracks or scratches on the surface of the product or accessories (including any screen or lens);
6. Any damage caused by failure to use, maintain and adjust according to the requirements of the "User's Manual";
7. Failure or damage caused by rough handling of this product beyond reasonable use;
8. Any disassembly, repair or flashing privately by persons not authorized by Nreal;
9. Failure caused by circumstances outside Nreal's control;
10. Normal wear and tear of the product or accessories;
11. Any errors in third-party app not provided by Nreal (Nreal does not guarantee that the operation of any computer or other device that can be connected to Nreal's product or accessories will be error-free);
12. Use of accessories not approved by Nreal;

13. The product has been sold;
14. You have reverse engineered, decompiled, and disassembled the product;
15. Use of products in violation of any laws or against any of your agreements with Nreal;
16. Failures or damage not caused by product design, manufacturing and quality issues

**This limited warranty gives you specific rights that are in addition to other rights you may have under applicable laws. TO THE EXTENT PERMITTED BY LAW, HOWEVER, THIS WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY NREAL. NREAL DISCLAIMS ALL OTHER WARRANTIES WHETHER EXPRESS OR IMPLIED (INCLUDING BUT NOT LIMITED TO ANY WARRANTY OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT), AND NREAL'S LIABILITY SHALL BE LIMITED TO THE ORIGINAL PURCHASE PRICE. YOU EXPRESSLY WAIVE ANY RIGHT TO INCIDENTAL OR CONSEQUENTIAL DAMAGES.**

## Contact Us

If you have any questions about these terms or our services, please contact us: [after\\_sales@nreal.ai](mailto:after_sales@nreal.ai)