

# Car Thing

## LIMITED WARRANTY

Spotify Car Thing and accessories found in the box are covered by a Limited Warranty. This Limited Warranty is provided by Spotify USA, Inc., and only applies if you purchased Car Thing in the United States.

**What does this Limited Warranty cover?** Spotify warrants that a new Car Thing and its accessories in the box will be free from defects in materials and workmanship under ordinary consumer use (a “**Defect**”) as specified in our product documentation for one (1) year from the date of original purchase in its original packaging by you (the “**Warranty Period**”).

**What will Spotify do?** If Spotify determines that there is a covered Defect, Spotify will in its sole discretion and to the extent permitted by law repair your Car Thing using new or refurbished parts, replace your Car Thing with a new or refurbished Car Thing functionally at least equivalent to yours, or accept the return of your Car Thing in exchange for a refund of the purchase price you paid for Car Thing (excluding any shipping costs, at Spotify’s discretion). The replacement or repaired Car Thing will continue to be warranted for the remainder of your Warranty Period. All parts that you return will become the property of Spotify unless or until they are returned to you. **SUCH REMEDY SHALL BE YOUR SOLE AND EXCLUSIVE REMEDY FOR ANY BREACH OF WARRANTY.**

**What does this warranty not cover?** This Limited Warranty is only valid and enforceable in locations where Car Thing is sold and will apply only if you purchased your Car Thing from Spotify or its authorized resellers. This Limited Warranty only applies to hardware components and accessories of Car Thing and not to any of its software elements, and this Limited Warranty does not apply to damage caused by: (1) normal wear and tear; (2) accidents; (3) misuse (including failure to follow product documentation); (4) neglect; (5) disassembly; (6) alterations; (7) servicing other than by Spotify authorized technicians; and (8) external causes such as, but not limited to, water damage, anomalies in the electrical current supplied to the device, and extreme thermal or environmental conditions. This Limited Warranty does not guarantee that use of the Car Thing will be uninterrupted or error free.



**Limitations.** TO THE EXTENT PERMITTED BY LAW, THE WARRANTY AND REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES AND REMEDIES, AND WE SPECIFICALLY DISCLAIM ALL STATUTORY OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND AGAINST HIDDEN OR LATENT DEFECTS. IF WE CANNOT LAWFULLY DISCLAIM STATUTORY OR IMPLIED WARRANTIES, THEN TO THE EXTENT PERMITTED BY LAW, ALL SUCH WARRANTIES SHALL BE LIMITED IN DURATION TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY AND TO REPAIR OR REPLACEMENT SERVICE AS SET FORTH HEREIN.

EACH VEHICLE IS DIFFERENT. SPOTIFY IS NOT RESPONSIBLE FOR ANY DAMAGE TO A VEHICLE CAUSED BY AFFIXING OR MOUNTING OF CAR THING ON VENTS OR OTHER LOCATIONS AT THE TIME OF INSTALLATION OR LATER.

SPOTIFY IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY, TORT OR UNDER ANY OTHER LEGAL THEORY. IN SOME STATES THE FOREGOING LIMITATION DOES NOT APPLY TO DEATH OR PERSONAL INJURY CLAIMS, OR ANY STATUTORY LIABILITY FOR INTENTIONAL AND GROSS NEGLIGENT ACTS AND/OR OMISSIONS, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF DIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.

Some states do not allow limitations on how long a statutory or implied warranty lasts, so some of the warranty limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state, and this limited warranty does not affect such rights.

**How do I make a claim?** You can initiate a warranty claim in the Warranty Period by contacting our Customer Service team using the contact form at: <https://support.spotify.com/us/contact-spotify-support>. You must provide at that time your name, contact information and the serial number of Car Thing to receive support. You may also be required to provide an order receipt. If your device qualifies for warranty service, our Customer Service team will provide further instructions to you at that time on how to obtain such warranty service.



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