Meta Platforms Technologies Limited Warranty (the "Warranty")

Warranty provider: Meta Platforms Technologies, LLC of 1601 Willow Road, Menlo Park, CA, 94025 ("Meta", "we", or "us").

Warranty recipient: You, as a customer who has purchased a Product (as defined below) either from us or an authorized retailer or reseller ("you"). For a list of authorized retailers and resellers, please visit store.meta.com/retailers.

Purpose and interpretation: This Warranty gives you specific legal rights if there is a problem with your Product (as defined below), and you may also have other rights which vary from State to State. **If you are a consumer, this Warranty is in addition to, and does not affect any rights you have under, consumer goods laws in your jurisdiction** (including national laws implementing EC Directive 44/99/EC and Directive 2019/771). In particular, this Warranty does not affect the legal rights of consumers in the event of non-conformity of the products with the contract.

This Warranty does not apply to products purchased in Australia, Canada, France or Italy. Please consult the relevant country-specific warranty available in the product box (as applicable) or at store.meta.com/legal/limited-warranty. Furthermore, this Warranty only applies in countries that we ship to and support (see store.meta.com/legal/usage for more info).

Scope: This Warranty covers defects in materials and workmanship of the Meta product(s) contained in the original packaging (the "Product"). We warrant that the Product will, under normal and intended use, function substantially in accordance with our technical specifications or accompanying product documentation (the "Warranted Functionality") during the Warranty Period. If the Product needs Meta software or services to achieve the Warranted Functionality, we will make software and services available during the Warranty Period. We may update, modify or limit such software and services in our sole discretion provided we continue to maintain (or exceed) the Warranted Functionality.

Product registration is not required for coverage under this Warranty.

Duration: 1 year from the date of purchase or delivery of the Product, whichever is later (the "Warranty Period"). If you are a consumer, this does not affect your statutory rights which may provide for longer warranty coverage.

If you have a problem: If your Product is defective, Meta Store Support will (at our choice) either repair or replace it, or update software or services, so that the Product substantially meets the Warranted Functionality, or provide a whole or partial refund of the price paid for the Product if none of these options are appropriate. You may contact Meta Store Support at store.meta.com/help. Replacements may be a new, refurbished or remanufactured product, or a product that has similar functionality.

A pre-addressed shipping label will be provided if you need to send your Product in for service. You must enclose proof of purchase unless we verify your purchase in advance. You may be required to pay shipping costs in circumstances where your Product is not covered by this Warranty.

Unless we agree with you otherwise, the following will govern how we will provide the service under this Warranty:

When we receive the Product and it has a defect covered by this Warranty, we will repair or replace the Product to provide the Warranted Functionality and return the repaired Product or replacement to you at our cost. We may not return the original Product in circumstances where another remedy is provided by us. When a Product or its part is replaced, such replacement becomes your property, and the replaced Product or its part becomes the property of Meta. If we provide a refund for the Product, then the Product becomes the property of Meta at the time you receive the refund. We cannot guarantee that we will be able to repair the Product without risk to or loss of programs or data, and that any replacement product will contain any data stored on the original Product. Any repaired or replaced product will be covered by this Warranty for the remainder of the original

Warranty Period or 90 days following receipt of the replacement or repaired product, whichever is greater, unless local law provides for longer warranty coverage.

Without your proof of purchase, or if the Product is not covered by this Warranty, we reserve the right to return the Product to you at your cost, subject to prepayment, or, if such costs are not prepaid, keep the Product for collection by you for 30 days before it is disposed of.

Exclusions: except to the extent prohibited by law, the following are not covered by this Warranty: defects which relate to (i) normal wear and tear or aging of the Product, such as discoloration or stretching; (ii) damage caused by misuse, accident (which, depending on the specific Product, may consist of accidental physical impact, exposure to liquid, food or other contaminants, etc.), neglect, improper or unauthorized repair or other modification, tampering, or use with unsuitable hardware, software, services or third-party item(s); (iii) consumable parts, such as batteries, the performance of which normally diminishes over time, unless such failure has occurred due to a defect in materials or workmanship; (iv) cosmetic damage, such as scratches, nicks, and dents, unless caused by Meta; (v) use not in accordance with the product documentation; (vi) used or resold products, except with respect to covered Refurbished Products (as defined below) purchased or supplied directly from Meta or an authorized retailer or reseller; (vii) Products purchased from sources (including non-authorized online auctions) other than Meta or authorized retailers or resellers; (viii) non-Meta products; (ix) use in violation of any laws in effect where the Product is used; (x) a Product not currently running the latest version of Meta-issued software; (xi) features or performance parameters pertaining to any software or services beyond the Warranted Functionality; or (xii) any support services or software provided in connection with the Product.

This Warranty does not include any specific guarantees that the Product will be error-free or, regarding uptime or continued availability of data security features of software or online accounts, that any software, firmware or online sites will function uninterrupted or error-free. This limited Warranty is void if a Product is returned with removed, damaged or tampered labels or any alterations that are not part of the normal and intended use of the Product (including the unauthorized removal of any component or external cover).

This Warranty does not cover data loss; it is your responsibility to regularly back up your data. Any damages or costs related to data loss, data recovery, removal and installation are not recoverable under this Warranty.

In this Warranty, Meta does not provide any implied or statutory warranties, conditions or representations regarding the Product or any connected software or online services. THERE ARE NO WARRANTIES WHICH ARE PROVIDED BEYOND THE DESCRIPTION ON THE FACE HEREOF INCLUDING THE WARRANTY OF MERCHANTABILITY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. ANY IMPLIED WARRANTIES, TO THE EXTENT THEY ARE APPLICABLE, SHALL BE LIMITED TO A PERIOD OF ONE (1) YEAR.

Liability: Except to the extent prohibited by law and regardless of whether Meta was advised of the possibility of such damages, Meta does not assume any liability for any special, indirect, incidental, punitive or consequential damages of any kind whatsoever arising from or in connection with a Product or this Warranty including but not limited to loss of profits or revenues, loss of data, loss of use of the Product or any associated equipment, cost of any replacement goods or substitute equipment, or loss of use during the period that the Product is being replaced or repaired and Meta's liability for any claim arising out of or related to this Warranty shall not exceed the price paid by you for the Product, regardless of the form of action, whether in contract, tort (including negligence), strict product liability or any other cause of action or legal or equitable theory.

Some states and countries do not allow exclusion or limitation of incidental or consequential damages, so limitations or exclusions in this Warranty may not apply to you.

Governing law: Laws of the State of California, USA. Courts in some countries (including the UK and EU Member States) may not apply the law of California to some disputes. In such cases, your country's laws will determine which law applies to such disputes related to this Warranty.

Questions and claims process: If you have any questions or a problem with your Product, visit store.meta.com/help to get service, contact information and to submit a Warranty claim.

Refurbished Products: This Warranty also applies to Products which have been refurbished by Meta or a third-party authorized by Meta and purchased from Meta or an authorized retailer or reseller ("Refurbished Products"). The Warranty Period for Refurbished Products is one (1) year from the date of purchase or delivery of the Refurbished Product (whichever is later), unless local law provides for longer warranty coverage. Refurbished Products may have some minor cosmetic imperfections which are not covered by this Warranty.

For US customers only:

Please read the following section carefully.

This Warranty requires Meta and you to resolve disputes in individual arbitration rather than through jury trials or class actions.

Disputes: Except as provided below, any dispute or claim arising out of or relating to this Warranty or the purchase, use, marketing, or return of any Meta products or services will be resolved by arbitration.

In this Disputes provision, references to "Meta", "we" or "us" includes Meta's predecessors, successors, assigns, and past, present, and future affiliates and agents. In addition, references to "you" include your heirs and assigns and any authorized or unauthorized users or beneficiaries of the products or services at issue. These third parties are all bound by and may invoke the rights conferred by this Disputes provision.

Any arbitration will proceed on an individual basis. Class actions and class arbitrations are not permitted; you and we may bring a claim only in our individual capacities and cannot seek relief that would affect other Meta users. Nor may arbitrations be consolidated unless all parties consent. If there is a final judicial determination that any particular claim (or a request for particular relief) cannot be arbitrated in accordance with this paragraph's limitations, then that claim (or that request for relief) will be brought in court after all other claims are arbitrated.

Instead of using arbitration, you or we can bring claims in your local "small claims" court, if the rules of that court allow it. If you don't bring your claims in small claims court (or if you or we appeal or remove the action to a court of general jurisdiction), the claims must be resolved by individualized arbitration. In addition, any dispute regarding whether a claim can or must be arbitrated, as well as claims to enjoin infringement or other misuse of intellectual property rights are for a court to decide.

There is no judge or jury in arbitration, and court review of an arbitration award is limited. However, a neutral arbitrator can grant whatever relief would be available in court under applicable law (including injunctive relief or statutory damages or attorneys' fees). At the conclusion of the proceedings, the arbitrator will provide a brief written explanation of the award and the basis for the decision. This agreement to arbitrate is governed by the Federal Arbitration Act.

The arbitration will be administered by the American Arbitration Association ("AAA") under its Consumer Arbitration Rules ("AAA Rules"). If the AAA cannot or will not administer the arbitration, another administrator will be chosen by agreement of the parties or by the court. The AAA's Rules are available at www.adr.org.

Before either you or we commence arbitration, the party seeking arbitration must first provide the other with a written Notice of Dispute providing a detailed description of the dispute and the relief sought. Any Notice that you submit to us also must include your name, address, username, email

address, and phone number, and should be mailed to Meta Platforms, Inc., ATTN: RL Warranty Arbitration Filing, 1601 Willow Rd., Menlo Park, CA 94025. Before we commence arbitration, we will send a Notice of Dispute to the email address we have for you in our records or by any other appropriate means. If the dispute is unresolved within 30 days after the Notice of Dispute is received, you or we may commence arbitration.

We will pay all fees charged by the AAA or the arbitrator for any arbitration we bring or if your claims seek less than $75,000 and you timely provided us with a Notice of Dispute. For all other claims, the costs and fees of arbitration will be governed by the AAA's Rules, including rules regarding frivolous or improper claims.

For any claim that is not arbitrated or brought in small claims court, you agree that it will be resolved exclusively in the U.S. District Court for the Northern District of California or a state court located in San Mateo County. You also agree to submit to the personal jurisdiction of either of these courts for the purpose of litigating any such claim. In addition, we each further agree to waive any right to trial by jury.

Date of Last Revision: 4-25-2022