

If you have purchased a seneye device second hand from a previous user then we will need to reassign it to your new user account on seneye.me. Before we do this we check with the previous owner to ensure that they have actually sold the device, this simple check avoids malicious behavior. To do this we email them on the registered email account they have set up on seneye.me. If you know the previous owner then please kindly ask them to contact us by E-mail to confirm that the device has been sold as this will speed up the process for you. If not, we contact them directly.

Please contact us at support@seneye.com using your registered seneye.me email account and include the serial number for the seneye device.

The Serial Number is shown in the QR code on the device wire and can be scanned by most mobile phones.

For security reasons:

PLEASE MAKE SURE YOU EMAIL US FROM YOUR REGISTERED SENEYE.ME ACCOUNT