



DELIVERY AND WARRANTY OF THOR CONTROL UNITS AND TREATMENT PROBES

SHIPPING

Most orders will ship within 30 days from the time your order is confirmed, and payment is received and cleared. We do not guarantee a date-specific arrival of your order.

DELIVERY

THOR will send you a shipping confirmation email with tracking details to inform you of the expected delivery date.

ADDRESSING

We can only ship to street addresses. Couriers cannot deliver to a PO Box.

5-YEAR CONDITIONAL WARRANTY

THOR warrants that its LX2.3 (if delivered before 10 March 2024), LX2M, LX2C, DDv and DDII Control Unit and Treatment Probes will function and perform within specification for one year from the date of delivery. This is automatically extended for another year if serviced by THOR Photomedicine Ltd or a THOR authorised service centre, every year continuously up to a maximum of five years.

This warranty covers all parts and labour for that year with some exclusions (see below). In the unlikely event that the product fails within the terms of the warranty repairs will be performed at no charge.

SERVICE

To arrange a service of the equipment visit the website www.thorlaser.com/service.

REPAIRS

THOR warrants LX2.3(if delivered before 10 March 2024), LX2M, LX2C, DDv and DDII Control Units and Treatment Probes repairs for one year. This warranty covers all parts and labour for that one (1) year period with some exclusions (see below).

The warranty shall not apply to faults which are the result of abuse, modification, damage, tampering or repairs other than those conducted by THOR. THOR shall not be liable for any consequential loss or inconvenience caused by any failure of its products.

WARRANTY EXCLUSIONS

Batteries (used in portable units) and treatment probe cables are excluded from our warranties as the lifetime of these will depend on the environment in use and operator care. The warranty shall not apply to equipment that has been abused, modified or damaged, or fitted with substitute parts other than parts fitted by THOR.

COMPLIMENTS AND COMPLAINTS

If you would like to provide us with feedback or make a complaint please contact Head Office by visiting our website www.thorlaser.com, click on the “contact us” tab and fill out the form called “Feedback regarding our products, services or website”. We will confirm we have received your message within one working day. Alternatively, you can call your sales contact at THOR Photomedicine or the Head Office main number on +44 1494 797100.

BEYOND ECONOMIC REPAIR

When your product has come to the end of its life and is beyond economic repair please contact THOR to arrange for it's safe and legal disposal.

CANCELLATION OF ORDERS

If you cancel your order THOR reserves the right to levy a charge for costs incurred.

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