

## CUSTOMER SERVICE PROGRAM

The customer agrees that any product to be serviced, repaired or returned to the Company shall maintain the following procedures.

### IN WARRANTY PRODUCTS

#### Notification

All requests for service must be made direct to TheraLight, LLC via phone, email, or by written submission through the Company's website.

Hours of Operation: Monday-Friday 8 am - 6 pm MST

Phone Number: 877-782-7736

Email Address: [info@theralight.com](mailto:info@theralight.com)

Customer Service Online Form: [theralight.com/customer-service-request](http://theralight.com/customer-service-request)

Website Link: [theralight.com](http://theralight.com)

#### Written Description

Please provide a written statement indicating the model number, serial number, and a brief description of the request for service.

#### Response Time

All service calls will be responded as follows:

Monday-Friday: 2 hours

After Hours: 4 hours

#### Onsite Service

If it is determined that the service requested required Onsite Service, the Company will provide a repair technician within 24-72 hours, as determined by the availability of parts and travel arrangements.

#### Unauthorized Repair

The Company will not honor any unauthorized repair unless agreed upon in writing. Any such repair will void the Warranty.

#### Shipping Charges Under Warranty

The Company is responsible for the shipping and insurance charges for any product that is being repaired or replaced that is under the warranty.

### OUT OF WARRANTY PRODUCTS

For any product that is out of warranty or if damage occurs to the product that is at the fault of the customer, the customer is responsible for charges associated with any repair, including parts, shipping, insurance, and a \$250 per day on site service call charge.

At the conclusion of the initial 3 or 5 year warranty, the customer may opt-in to the TheraLight Extended Warranty Program. Please call the company for full details and pricing.