

# THOR:

## THOR: AV Limited Warranty

All THOR AV products are warranted to the original purchaser to be free of defects in materials and workmanship from date of purchase as follows:

- 2 years for LED panels
- 1 year for all other products

During this period, THOR AV will, at its discretion, repair the defective unit or replace it with a new or rebuilt one.

The warranty does NOT cover:

- Damage due to abuse, misuse, or accident.
- Damage due to operation contrary to the instructions in the product instruction manual.
- Units on which the product serial number has been removed or altered.
- Units that have been serviced by unauthorized personnel.
- Microphone cables and accessories.

All implied warranties, including warranties on merchantability and fitness, are limited in time to the length of this warranty. Some states do not allow time limitations on implied warranties, so this limitation may not apply to you. THOR AV's liability is limited to the repair or replacement of its product. THOR AV shall in no way be held liable for incidental or consequential damages resulting from the use of their product or its software, including, without limitation, damages from loss of business profits, business interruption, loss of business information or other pecuniary loss. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Cables are guaranteed for 30 days and their repair or replacement shall be at the discretion of THOR AV.

### Repair Policy

Please contact [support@thorav.us](mailto:support@thorav.us) to obtain an RMA number prior to returning your product to THOR AV. Do not return the product to the place of purchase. Write the RMA number on the outside of the shipping carton. Any product sent to us without a valid RMA number will be refused.

Include the following with the product: a brief description of the problem, your name, return shipping address, phone number and the RMA number. Do not include any accessories. THOR AV is not responsible for any damage to or loss of the product during transit. We recommend that customers obtain a receipt and tracking number for all packages shipped to us. Turnaround time on repairs is generally ten business days. If you live outside of the United States, please contact your local distributor for warranty service.

#### **Please return product to:**

THOR AV

Attn: RMA Number

8821 Zealand Ave. N, Ste. B

Brooklyn Park, MN 55445 USA

### Warranty Service

You will be responsible for shipping charges to THOR AV and the product will be returned via non-express shipping by THOR AV. We reserve the right to inspect any product that may be the subject of any warranty claim before repair is carried out. Final determination of warranty coverage lies solely with THOR AV.

### Non-Warranty Service

If it is determined that the product does not meet the terms of our warranty, you will be billed for labor, materials, return shipping and insurance. There is a \$80 USD minimum charge for materials and labor. Appropriate shipping charges will be applied. We require payment in advance of repair by credit card; we accept Visa and Master Card. In the event the charges are over the minimum charge, THOR AV will contact you and inform you of the cost of the repair before any work is completed.