

LUMI | U L T R A X

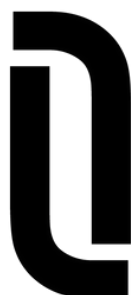


ULTRA X  
**INFORMATION**

2024 / 2025

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# WELCOME & CONGRATULATIONS

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Welcome to the ULTRA X community!

Congratulations on your ULTRA X Device! We're thrilled to have you join us and embark on this exciting journey toward achieving your aesthetic business goals. At ULTRA X, we are committed to providing you with exceptional support and guidance every step of the way. Our dedicated team is here to ensure you get the most out of your ULTRA X experience, from setup and usage tips to personalized advice tailored to your unique needs.

We are confident that you will love the ULTRA X and achieve the pinnacle of safety and we can't wait to hear about your success stories. Your satisfaction is our top priority, and we are always here to assist you with any questions or concerns you may have.

Thank you for choosing ULTRA X, and welcome to a community that celebrates business safety and well-being.

# TERMS & CONDITIONS

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## Definitions

"The Company" - LUMI AESTHETIC DEVICES Ltd, 27 Woolley street, Manchester, M88WE.

"The Purchaser" - The Customer or Third-Party Finance Lease Company responsible for settlement of the invoice.

"The Customer" - The end user of the products/services purchased.

These "Terms & Conditions" set out are the terms under which Goods are sold by us "the Company" (LUMI AESTHETIC DEVICES Ltd) to our Business Customers. Please read and review these Terms & Conditions carefully before placing an order. On placement of the order you "the Purchaser" is deemed to have read, understood and agreed to our Terms & Conditions and will be legally bound by them. Acceptance of any goods supplied and / or delivered by the Company also indicates an acceptance of these Conditions.

# QUOTATIONS & CONDITIONS

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## Quotations

Subject to the Company's right to withdraw at any time, the Company's quotation will remain valid for a period of 30 days from the date thereof unless an alternative period of validity is specifically stated therein. At the end of the said period any extension to the validity is strictly at the Company's discretion and subject to the Company's written confirmation. The Company's scope of work shall be as specified in the Company's quotation together with any variations agreed pursuant to the contract. All contracts will be deemed to be subject to the Company's Standard Terms and Conditions of Sale as set out herein and any terms and conditions specified by the Purchaser shall be ineffective, these Terms are not variable unless the Company has expressly agreed in writing to such variation. Once an order has been placed by a Purchaser following the issuance of a Quotation no orders to the Company may be cancelled. Execution of an order is subject to actual availability of goods and will not be binding on the Company.

# REFUNDS & PRICING

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## Refunds & Pricing

LUMI AESTHETIC DEVICES/ULTRA X do not provide refunds and there is no statutory “cooling off” period. This does not affect the Purchasers statutory rights as a Business to Business Customer. Please note that if the purchaser does not have a registered business at the time of sale, then this will be classed as a Business to Consumer agreement and therefore a 14 day cooling off period will apply. Price and terms of payment are as specified in the Company’s quotation. All additional cost and expense due to a variation in the goods to be supplied or work to be done or to changes in specifications or information provided by the purchaser on which the quotation is based will be paid by the Purchaser. The price specified in the Company’s quotation is based on the cost of all items including material, labour, utilities and transport on the date of the quotation. Any additional charges arising from the export, import, sale or delivery of the goods shall be the responsibility of the Purchaser.

# PAYMENT & CONDITIONS

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## Payment

Payment must be made in full as indicated in the terms shown on the invoice unless agreed otherwise in writing or if the Purchaser is using a third-party finance provider. The Company is entitled to refuse to accept any order of any proposed Purchaser without providing any reason.

# SPECIFICATIONS & DETAILS

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## Specifications

All descriptions, and details of weights and dimensions submitted with the Company's quotation are approximate only. The Company reserve the right to make such reasonable changes as we consider are necessary to the quotation details either before any order is placed or during the course of the contract provided that the Company shall not thereby render the goods unsuitable for the purpose for which they are intended. The Company make all reasonable efforts to ensure that all descriptions and graphical representations of goods available from the Company correspond to the actual goods. Images of goods are for illustrative purposes only. There may be slight variations in colour between the image of a product and the actual product sold due to differences in device displays and lighting conditions. Images and / or descriptions of packaging are for illustrative purposes only.



# SPECIFICATIONS & DESCRIPTIONS

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# PACKING & SERVICES

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## Packing

All packing cases, crates and polystyrene inserts accompanying the goods shall be retained by the purchaser as they will be required for re-packing when a machine is returned to our LUMI AESTHETIC DEVICES Service Centre for service or repairs. We will only accept machines delivered back to us in the original packaging.

# PERFORMANCE & INSPECTION

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## Performance

All of the Company's products are carefully inspected and where practicable submitted to standard tests in the Company's Workshop, in accordance with the details stated in the Company's quotation, before despatch. If any additional tests are required by the Purchaser these, unless otherwise agreed, must be made in the Company's Workshop and will be the subject of an additional charge. In the event of the Purchaser failing to attend any tests, having been given at least 2 days prior notice thereof, the tests will proceed in the Purchaser's absence and shall be deemed to have been made in his presence.

# DELIVERY & DELAY

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## Delivery, Suspension & Delay\*\*

The period within which the goods are to be delivered and / or services performed will commence from the date of the Company's acceptance of the order. If delivery is interrupted by any cause outside the Company's reasonable control, then the delivery dates will be varied to such an extent as may be reasonable. If for any reason the Purchaser is unable to accept delivery of the goods when the goods are ready for despatch we may, at the Company's discretion, arrange storage of the goods at the purchaser's own risk whereupon the goods shall be deemed to have been delivered for all purposes, and the purchaser shall be liable to us for the reasonable costs of such storage, including insurance, handling charges and any other charges incurred. This provision is without prejudice to any other rights which we may have in respect of the Purchaser's failure to take delivery of the goods or to pay for them in accordance with the contract.

Where we are responsible for the transport of the goods then, unless stated otherwise in the Company's quotation, we have based the price upon carriage by road to the specified destination by the most direct route on the assumption that the approval, if any, required for such carriage will be forthcoming from the appropriate authorities. Should such approval be refused rendering necessary changes in the goods, their mode of carriage or the route to be taken then the Purchaser shall bear the additional cost arising therefrom. Save where expressly provided otherwise in these Terms and Conditions of Sale, risk in the goods shall pass to the Purchaser upon delivery.

# DELIVERY & CONDITIONS

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Any requests by the Purchaser to suspend or delay delivery (“Suspension”) must be made in writing. Any agreement to comply with this request shall be at the Company’s absolute discretion and subject to the following conditions:

1. Any additional cost we reasonably and necessarily incur in complying with a Purchaser’s request for Suspension will be the purchaser’s responsibility and payable in full before delivery;
2. Following a request to resume delivery we will be entitled to an extension of time and we will notify the purchaser of the revised delivery date;
3. We will not be required to complete delivery if any additional costs incurred are outstanding.

Delivery shall be deemed complete once We have delivered the Goods to the address you have provided. Ownership of the Goods passes to you once the Company have received payment in full of all sums due (including any applicable delivery charges). Responsibility for (the risk in) the Goods will pass to you when ownership of the Goods passes to you.

# TERMINATION & CONDITIONS

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## Termination

To the extent permitted under the applicable law and without prejudice to any other rights and remedies under the terms and conditions, we shall be entitled to terminate the contract forthwith by written notice to the Purchaser if:

- (a) the Purchaser makes any voluntary arrangement with its creditors or becomes subject to an administration order or (being an individual or firm) becomes bankrupt or (being a company) goes into liquidation (otherwise than for the purposes of amalgamation or reconstruction);
  - or
  - (b) an encumbrancer takes possession, or a receiver is appointed of any of the property or assets of the Purchaser; or
  - (c) the Purchaser ceases or threatens to cease its business; or
  - (d) we reasonably consider that any of the events mentioned in (a), (b) or (c) above is about to occur in relation to the Purchaser and we notify the Purchaser accordingly; or
  - (f) the Purchaser shall commit a breach of any of the term and conditions and shall fail to remedy such breach within fourteen days of dispatch by us of a letter requiring him to remedy such breach;
- In the event of termination, the Purchaser shall pay to us the valuation of any expenditure reasonably incurred by us in the expectation of the performance of, or in consequence of the termination of, the contract and LUMI AESTHETIC DEVICES' loss of anticipated profit.

# GUARANTEE & CONDITIONS

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## Guarantee

We will repair or replace (at LUMI AESTHETIC DEVICES' discretion), the machine and its components which fails within the warranty or extended warranty period (as set out in the Warranty/Extended Warranty Policy document sent to the Purchaser), if proven defective by reason of manufacturing fault, faulty materials or workmanship, providing the goods are returned to LUMI AESTHETIC DEVICES suitably packed and carriage paid. We will repair or replace (at LUMI AESTHETIC DEVICES' discretion), the machine applicators which fails within 12 calendar months from the date the goods were delivered to the Purchaser, if proven defective by reason of manufacturing fault, faulty materials or workmanship, providing the goods are returned to LUMI AESTHETIC DEVICES suitably packed and carriage paid. The Warranty period begins from the date the goods were delivered to the Purchaser. We will not be liable in respect of repairs made or attempted to be made without LUMI AESTHETIC DEVICES' express sanction in writing. Replacement parts supplied will be delivered free of charge provided that the defective parts (which thereafter become LUMI AESTHETIC DEVICES' property) are promptly returned to LUMI AESTHETIC DEVICES' workshop at the purchaser's cost. We will re-perform any part of the services which within 3 months from the date of completion of the services proves to be inadequate or defective. Please note that failure to maintain and service the machine as specified in the LUMI AESTHETIC DEVICES Warranty Policy will invalidate this guarantee.

# INTERNATIONAL ORDERS & TRAINING

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## International Orders

Please note that we are able to supply to customers outside of the United Kingdom. However, responsibility for all costs of carriage, import duties and compliance with local laws and regulatory requirements for sales and delivery outside the United Kingdom is the sole responsibility of the Purchaser.

## Training

LUMI AESTHETIC DEVICES' training courses will take place at LUMI AESTHETIC DEVICES' training centre or occasionally at the Purchaser's location. Depending on the location that you reside, additional charges may apply for transport and accommodation. Each course will give the trainees an in-depth knowledge of the theory behind each technology used, the operation of the machine and practical training. LUMI AESTHETIC DEVICES has various providers for training.

## Training

Additional trainees may be enrolled onto the course upon request by the Purchaser. The Purchaser must provide written notice to LUMI AESTHETIC DEVICES at least 48 hours in advance to enroll additional trainees. LUMI AESTHETIC DEVICES reserves the right to withhold certification from any trainees deemed incompetent, requiring them to re-attend training until satisfactory outcomes are achieved.

## International Training

Virtual international training sessions are conducted via Zoom, Skype, or Microsoft Teams. If on-site training is requested at the Purchaser's location, additional fees will be applicable.



# COMPLAINTS & FEEDBACK

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## Complaints & Feedback

LUMI AESTHETIC DEVICES values feedback from its customers. If the Purchaser has any complaints or feedback regarding their experience, they are encouraged to reach out through the following channels:

- Email: [lumisoftmedical@outlook.com](mailto:lumisoftmedical@outlook.com)
- Contact Us form on the LUMI AESTHETIC DEVICES website:  
[WWW.LUMIAESTHETICDEVICES.COM](http://WWW.LUMIAESTHETICDEVICES.COM)
- Telephone: +447496292241

## Limitation of Liability

LUMI AESTHETIC DEVICES shall not be liable for incidental, special, economic, indirect, or consequential loss and/or damage arising from the performance of the contract, including loss of use, production, contract, business opportunity, profits, or revenue. The total cumulative liability of LUMI AESTHETIC DEVICES under the contract shall be limited to the contract price or £250,000, whichever is lesser, unless recoverable under the company's insurance.

# WARRANTIES & REPRESENTATIONS

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## Warranties & Representations

Any warranties and guarantees provided by LUMI AESTHETIC DEVICES are expressly stated in the contract and warranty policy. No additional warranties, guarantees, or representations are implied into the contract. The Purchaser acknowledges that they do not rely on any other statements or representations not expressly stated herein.

## Law

These Terms & Conditions, and the relationship between the Purchaser and LUMI AESTHETIC DEVICES, shall be governed by English law. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

# YOUR WARRANTY

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Lumi Aesthetic Devices Warranty Package

Warranty Agreement

Effective Date: \_\_\_\_\_

Coverage Period: 12 months from effective date

What We Cover

1. Manufacturing Defects:

- Parts and Labor: Lumi covers all costs related to parts and labor required to repair any manufacturing defects.
- Replacement: If a defect is irreparable, we will replace the defective device with a new or refurbished unit of the same model.

2. Mechanical Failures:

- Internal Components: Coverage includes all internal components such as the power supply, electronic circuitry, and any mechanical parts integral to the device's operation.
- External Components: The warranty covers external components, including the housing and any attachments provided with the device at the time of purchase.

3. Software Issues:

- Firmware Updates: Lumi will provide free firmware updates to ensure your device runs optimally.
- Technical Support: Access to our dedicated technical support team for troubleshooting software-related issues.

# YOUR WARRANTY

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## Lumi Aesthetic Devices Warranty Package

### Warranty Agreement IMPORTANT information

Your warranty will be void if you use do not use LUMI AESTHETIC DEVICES products or alternative recommendations instructed by LUMI AESTHETIC DEVICES. Any other alternative product has not been tried and tested with the company and will not be compliant with our manufacture requirements.

If any monthly warranty payments are missed or unpaid the warranty will be void and the contract will be dismissed, if any fault occurs to your machine during this time frame you will no longer be able to use your warranty service.

To reinstate your warranty all outstanding bills must be paid and a new policy will start from the day of first payment.

You must keep the original box for the duration of the warranty period in order to claim. The packaging must be fit for use and able to lock securely.

If you sell your device to a third party please send in writing or email to LUMI AESTHETIC DEVICES the proof of resale. LUMI AESTHETIC DEVICES will terminate the warranty contract indefinitely and collect remaining balance in full by the original purchaser. The Warranty will no longer be available from this point and the third party will need to contact LUMI AESTHETIC DEVICES for manufacture training and warranty separately.

# YOUR WARRANTY

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## Lumi Aesthetic Devices Warranty Package

### What We Do Not Cover

#### 1. User-Induced Damage:

- Accidental Damage: Any damage caused by dropping, spilling liquids on the device, or other accidents.
- Misuse or Abuse: Damage resulting from misuse, improper handling, or unauthorized modifications.

#### 2. Consumables:

- Accessories: This warranty does not cover consumable items such as batteries, unless found defective within the first 30 days from the purchase date.
- Cosmetic Wear: Normal wear and tear, including scratches, dents, or other cosmetic damage that does not affect the functionality of the device.

#### 3. Environmental Damage:

- External Factors: Damage due to external factors such as natural disasters, fire, water, and other environmental conditions.

#### 4. Unauthorized Repairs:

- Third-Party Repairs: Any repairs or modifications carried out by unauthorized service providers void the warranty.

5. Any machines that has not passed a LUMI AESTHETIC DEVICE yearly service and does not hold a LUMI AESTHETIC DEVICE stamped and dated service completed certification.

# YOUR WARRANTY

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## Lumi Aesthetic Devices Warranty Package

### How to Make a Warranty Claim

#### 1. Contact Support:

- Reach out to our customer service team via email with your proof of purchase and a detailed description of the issue.

#### 2. Return Authorization:

- If necessary, we will issue a return authorization and provide instructions on how to send your device to us for repair or replacement.

#### 3. Repair/Replacement Process:

- Once we receive your device, our technicians will diagnose and repair the issue or replace the device, typically within [28 days].

# YOUR WARRANTY

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WARRANTY INCLUDED IN PURCHASE  
FIRST YEAR -FREE £0

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WARRANTY ADD ON AT TIME OF PURCHASE  
SECOND YEAR -£1,000

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WARRANTY PURCHASED AFTER 12 MONTHS  
SECOND YEAR -£1500

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## What We Cover

### 1.Manufacturing Defects:

- Parts and Labor: Lumi covers all costs related to parts and labor required to repair any manufacturing defects.
- Replacement: If a defect is irreparable, we will replace the defective device with a new or refurbished unit of the same model.

### 2.Mechanical Failures:

- Internal Components: Coverage includes all internal components such as the power supply, electronic circuitry, and any mechanical parts integral to the device's operation.
- External Components: The warranty covers external components, including the housing and any attachments provided with the device at the time of purchase.

### 3. Software Issues:

- Firmware Updates: Lumi will provide free firmware updates to ensure your device runs optimally.
- Technical Support: Access to our dedicated technical support team for troubleshooting software-related issues.

# YOUR WARRANTY

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Lumi Aesthetic Devices Warranty add on Package

Extended Warranty Options for the second year add on package

- Additional Coverage: Lumi offers extended warranty packages for an additional fee, extending your coverage for up to [2 Years].

- Benefits: Extended warranty options include all the benefits of the standard warranty, plus additional perks such as priority service.

-1 Free service at the end of 12 months

-Save £1000 a year



# SERVICE & MAINTENANCE

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## Service Package Overview

At Lumi, we are committed to ensuring that your aesthetic device performs at its best. Our comprehensive service package is designed to provide ongoing support and maintenance, ensuring longevity and optimal functionality of your device.

## Service Package Details

Effective Date:

Coverage Period: 1 year from the date of purchase or last service

## Included in our Services

### 1. Annual Maintenance Check:

- Inspection: A thorough inspection of the device's internal and external components.
- Cleaning: Professional cleaning to remove any buildup that may affect performance.
- Calibration: Calibration of the device to ensure accuracy and efficiency.

### 3. Priority Technical Support:

- Dedicated Support Line: Access to a dedicated support line with priority response times.
- Expert Guidance: Direct access to our team of trained technicians for troubleshooting and advice.

# SERVICE & MAINTENANCE

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## 4. Replacement Parts:

- Consumables: Replacement of consumable parts (e.g., applicator heads, filters, pipes screws) included in the service package

## 6. Training and Updates:

- User Training: Complimentary training sessions for you and your staff to ensure proper use and care of the device.
- Resource Access: Access to the latest user manuals, video tutorials, and best practice guides.

## Additional Benefits

- Discount on Future Purchases: Enjoy a 20% discount on any future purchases of Lumi products and accessories.

## Service Package Activation:

- Once enrolled, your service package will be activated, and you will receive a confirmation email with all the details.

## 3. Scheduling Services:

- Schedule your annual maintenance check and any other required services through our dedicated support line or online portal.

# SERVICE & MAINTENANCE

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## Terms and Conditions

-Eligibility: The service package is available for all Lumi Aesthetic Devices purchased within the last 12 months or 12 month from the last service with LUMI AESTHETIC DEVICES

## Non-Transferable

The service package is non-transferable and applies only to the original purchaser.

-Exclusions: This package does not cover damage due to misuse, unauthorized modifications, or environmental factors not covered under the warranty.

## Certification

Service certification will be accredited when the device is cleared and approved by our LUMI AESTHETIC DEVICE technical support agent.

## Delivery

The device must be delivered to LUMI HQ in original box with proof of purchase and warranty card disclosed within the container. (please inform LUMI AESTHETIC DEVICES before delivery if these documents are not available)

LUMI AESTHETIC DEVICES do not hold liability for delivery to and from the HQ and will be at the cost of the consumer

# PATENTS & TRADMARKS

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## Patents

LUMI AESTHETIC DEVICES/ULTRA X takes reasonable care to ensure that the use of goods does not infringe any third-party patents or intellectual property rights. The Purchaser agrees to indemnify LUMI AESTHETIC DEVICES/ULTRA X in case of infringement resulting from the Purchaser's instructions, designs, or specifications.

# SERVICE & MAINTENANCE

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## Pricing

12 month after purchase  
£799

12 month after LUMI AESTHETIC DEVICES service ongoing  
£999

Out of date service  
(subject to change)



On behalf of Lumi Aesthetic Devices/ULTRA X, we extend our heartfelt thanks for choosing us as your machine provider and training academy. Your trust in our products and services means a lot to us, and we are dedicated to ensuring your success in every aspect of your journey.

At Lumi/ULTRA X, we pride ourselves on delivering top-of-the-line aesthetic devices coupled with comprehensive training programs designed to maximize your skills and knowledge. Our commitment to you goes beyond just providing high-quality equipment; we are here to support you with ongoing guidance, resources, and expert advice.

Safety and quality assurance are at the core of everything we do. Our devices are meticulously crafted and rigorously tested to meet the highest standards, ensuring reliable and outstanding performance. Additionally, our training academy is staffed by experienced professionals who are passionate about helping you achieve the best possible results.

We look forward to being a part of your journey and are excited to see the success you will achieve with Lumi Aesthetic Devices. Our team is always here to assist you with any needs or questions, ensuring you have a seamless and rewarding experience.

Wishing you immense success and growth, and we are honored to support you along the way.

Warm regards,

The Lumi/ULTRA X Team

A decorative graphic at the bottom of the page consisting of several overlapping, wavy, light gray lines that create a sense of movement and depth, resembling a stylized wave or smoke.