

# Standard hearing aid and wireless accessory repair form

**GO PAPERLESS USING ESTORE – OUR ONLINE ORDERING SYSTEM**

## STEP 1 - ORDER PLEASE FILL OUT FORM ACCURATELY, LEGIBLY AND COMPLETELY IN ORDER TO ENSURE THERE ARE NO DELAYS WITH YOUR ORDER.

**BILL TO:** ACCOUNT NUMBER: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_

**SHIP TO:** ACCOUNT NUMBER: \_\_\_\_\_  
ADDRESS: \_\_\_\_\_

CONTACT: PHONE: \_\_\_\_\_  
EMAIL: \_\_\_\_\_

CONTACT: PHONE: \_\_\_\_\_  
EMAIL: \_\_\_\_\_

### SERVICE OPTIONS (CHARGES ARE PER HEARING DEVICE)

SAME-DAY SERVICE \$49.99     ONE-DAY SERVICE \$29.99

P.O. NO. \_\_\_\_\_ DATE \_\_\_\_\_

STATE/SPECIAL PROGRAM \_\_\_\_\_ BENEFIT STATE \_\_\_\_\_

### SERVICE PLAN

6 MONTHS (DEFAULT)     12 MONTHS

HEARING AID	\$130.00	\$156.00
STARKEY HEARING AID GREATER THAN 5 YEARS	\$180.00	\$206.00
STARKEY ACCESSORIES	\$69.99	\$89.99

### ADDITIONAL OPTIONS

STANDARD PRODUCT RECASE: \$29.99

## STEP 2 - DEVICE INFORMATION

**FIRST NAME** \_\_\_\_\_

**LAST NAME** \_\_\_\_\_

### COMPLETE SECTION BELOW IF REPLACEMENT IS REQUIRED

SERIAL NUMBER (INCLUDE MAKE & MODEL IF NOT A STARKEY DEVICE)

**LEFT** \_\_\_\_\_

RECEIVER GAIN \_\_\_\_\_ CABLE LENGTH \_\_\_\_\_ OR ABSOLUTE POWER RECEIVER SERIAL NO. \_\_\_\_\_

IMPRESSION ENCLOSED     USE SCAN ON FILE

SERIAL NUMBER (INCLUDE MAKE & MODEL IF NOT A STARKEY DEVICE)

**RIGHT** \_\_\_\_\_

RECEIVER GAIN \_\_\_\_\_ CABLE LENGTH \_\_\_\_\_ OR ABSOLUTE POWER RECEIVER SERIAL NO. \_\_\_\_\_

IMPRESSION ENCLOSED     USE SCAN ON FILE

ADDITIONAL SERIAL NO. # (CHARGER/ACCESSORY) \_\_\_\_\_

**NOTE: Fit-Related Issues Require New Impressions**

## STEP 3 - PRODUCT

### STANDARD PRODUCTS AND ACCESSORY/CHARGER - REPAIR (CHECK ALL THAT APPLY)

- DEAD
- WEAK
- FADES
- DAMAGED
- DISTORTED
- INTERMITTENT
- EXCESSIVE BATTERY DRAIN
- WILL NOT READ
- FEEDBACK
- NOISY
- STATIC
- INTERMITTENT CONNECTIVITY/STREAMING
- RIC ABSOLUTE POWER RECEIVER CABLE LENGTH

### WARRANTY DATE: \_\_\_\_\_

WARRANTY DATE WILL BE VERIFIED UPON RECEIPT, CHARGES WILL APPLY IF OUT OF WARRANTY. ADDITIONAL CHARGES MAY APPLY TO ITEMS LISTED ABOVE, DEPENDING ON REPAIR ACTIONS NEEDED. PRICES SUBJECT TO CHANGE. INTERNATIONAL PRICES MAY DIFFER.

### USER INFORMATION

DO YOU HAVE THE SOFTWARE TO PROGRAM HEARING AIDS?

YES (NO ACTION NEEDED)     NO (PLEASE PROVIDE AUDIOGRAM INFORMATION BELOW)

LEFT MCL: \_\_\_\_\_ UCL: \_\_\_\_\_ 500 kHz: \_\_\_\_\_ 1 kHz: \_\_\_\_\_  
2 kHz: \_\_\_\_\_ 3 kHz: \_\_\_\_\_ 4 kHz: \_\_\_\_\_  
RIGHT MCL: \_\_\_\_\_ UCL: \_\_\_\_\_ 500 kHz: \_\_\_\_\_ 1 kHz: \_\_\_\_\_  
2 kHz: \_\_\_\_\_ 3 kHz: \_\_\_\_\_ 4 kHz: \_\_\_\_\_

### SPECIAL INSTRUCTIONS:

REFERENCE #



Hear better. Live better.

DO NOT WRITE HERE  
FACTORY USE ONLY