

ONLINE SERVICE REQUESTS MADE EASY:

Simply log in to StarkeyPro.com and under “My Account” click on “Service Request”

↘ HOW TO GENERATE A REQUEST

The online Service Request form allows you to easily manage all of your Starkey repair, return for credit, and color exchange requests; all-make repair orders can also be generated online. Up to 10 serial numbers may be entered within each service request option, and each new tab will generate an individual PDF form to be sent in with the device.

STEP-BY-STEP INSTRUCTIONS:

- Select the desired action: **Repair**, **Return for Credit**, or **Color Exchange**
- Input the serial number of the device and verify eligibility
- Follow all directions for the request
- Select **Bill To** and **Ship To** accounts
- Indicate a P.O. number or reference number as needed
- For multiple requests, select **Add Another Serial #**
- Once all requests have been completed, select **Continue** at the bottom of the form.
A PDF will generate with individual pages for each repair, return or exchange.
Please print and include with aids.

**SERVICE
REQUEST**



REPAIR

OR



RETURN FOR CREDIT

OR



COLOR EXCHANGE

**SUBMIT YOUR SERVICE REQUEST ONLINE BY VISITING STARKEYPRO.COM.
QUESTIONS? CALL 800.328.8602.**