

# RETURN FOR CREDIT OR COLOR EXCHANGE FORM

Model/Style Exchange Instructions: Complete this Return for Credit Form AND place a new order online.

GO PAPERLESS! ONLINE RETURNS AND COLOR EXCHANGES ARE EASY WITH OUR ELECTRONIC SUBMISSION FORM.

<b>BILL TO:</b>	<b>ACCOUNT NUMBER:</b>	<b>SHIP TO:</b>	<b>ACCOUNT NUMBER:</b>
ADDRESS:	<input type="text"/>	ADDRESS:	<input type="text"/>

<input type="checkbox"/> RETURN FOR CREDIT	<input type="checkbox"/> COLOR EXCHANGE	<b>REFERENCE #</b>	<b>DATE</b>
	<b>REPLACEMENT COLOR</b>	<input type="text"/>	_____

## DEVICE INFORMATION

**PATIENT NAME** \_\_\_\_\_

**LEFT SERIAL NO** \_\_\_\_\_ **RIGHT SERIAL NO** \_\_\_\_\_

**ADDITIONAL SERIAL NUMBERS:** (e.g. Chargers, Accessories, Equipment): \_\_\_\_\_

## REASON FOR RETURN: (Check One)

### PATIENT-RELATED

Examples: Patient changed mind, Patient ill passed away, aid of no benefit to Patient, Patient not satisfied, Patient found aid too expensive

### ORDER/STOCK/SHIPPING

- Bought by Mistake
- Duplicate Order
- Exchange for Another Hearing Aid
- Overstock
- Patient Found Lost Aid
- Wrong Item Sent

### QUALITY

- Damaged
- Dead
- Fit
- Intermittent
- Sound Quality
- Weak
- Wireless Performance

### OTHER

\_\_\_\_\_

### ADDITIONAL COMMENTS/SPECIAL INSTRUCTIONS

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Returns.** Products may be returned for full credit to Customer's account within 90 days from the date of invoice unless otherwise stated on invoice. Refunds will be credited to the Customer account. Shipping and handling fees do not get credited. Notwithstanding this Return Policy, Customer is still required to pay for purchased products and services pursuant to the Terms of Payment.

**Color Exchanges.** Color exchanges can be requested on new devices that have not been fit to a patient within 90 days from the date of invoice. Exchange devices assume the remaining warranty of the original product.

**Eligible Items.** Products must be in their original condition including all components (chargers, cords, rechargeable batteries, receivers, user manuals, etc.). If a returned item is missing components, a fee may be deducted from the refund. Products purchased on promotion may not be eligible for return. If the product has been processed under Loss & Damage, it is not eligible for return.

**All returns and exchanges must include a completed 'Return for Credit Or Color Exchange Form.'**

*Policy in effect as of August 27, 2018.*

**PATIENT COMMENTS:**



**DO NOT WRITE HERE  
FACTORY USE ONLY**