

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.

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

<input type="checkbox"/> RETURN FOR CREDIT	<input type="checkbox"/> COLOR EXCHANGE	REFERENCE #	DATE
	REPLACEMENT COLOR	<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. Prescription 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. Please be sure to only return the hearing aids being exchanged and to retain all other parts/accessories.

Eligible Items. Products must be in their original condition. Returns must include all components (chargers, cords, rechargeable batteries, receivers, user manuals, etc.), while color exchanges require only the hearing aid. 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.'

PATIENT COMMENTS:



**DO NOT WRITE HERE
FACTORY USE ONLY**