

RETURN FOR CREDIT OR COLOUR EXCHANGE FORM

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

GO PAPERLESS! ONLINE RETURNS AND COLOUR EXCHANGES ARE EASY WITH OUR ELECTRONIC SUBMISSION FORM ON STARKEYPRO.CA

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:	SHIP TO:	ACCOUNT NUMBER:
ADDRESS:	CN00 <input type="text"/>	ADDRESS:	CN00 <input type="text"/>
<input type="checkbox"/> RETURN FOR CREDIT	<input type="checkbox"/> COLOUR EXCHANGE	REFERENCE #	DATE
REPLACEMENT COLOUR	REPLACEMENT COLOUR	<input type="text"/>	_____

STEP 2 - DEVICE INFORMATION

PATIENT NAME _____

LEFT SERIAL NO _____ RIGHT SERIAL NO _____

STEP 3 - ADDITIONAL SERIAL NUMBERS (E.G. CHARGERS, ACCESSORIES, EQUIPMENT): _____

In order to receive a full credit, all the accessories and components must be included in the return.

STEP 4 - 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 - RICs & BTEs only
- 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.

Colour Exchanges. Colour 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. **Colour exchanges after 90 days after invoice date will be charged \$50 per device.**

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 Colour Exchange Form.' The form can be completed and printed from starkeypro.ca.

Policy in effect as of August 27, 2018.



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