

REPAIR/REMAKE FORM

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REXTON

Bill To

Bill To Account Info

Name

Address

Email /
Phone

PO#

Purchase
Channel

Patient Information

Name

Ship To

Ship To Account Info

Name

Address

Email /
Phone

HCP Contact Information

Name

PRODUCT INFORMATION

	Hearing Aid Left	Hearing Aid Right	Charger	Accessory	Receiver Left	Receiver Right
Model						
Serial Number						
Strength						
Length						

REPAIR REASON

Product

- ☐ ☐ No Sound/Dead (C11)
- ☐ ☐ Weak (C12)
- ☐ ☐ Intermittent (C13)
- ☐ ☐ Distortion (C14)
- ☐ ☐ High Battery Drain (C21)
- ☐ ☐ Cannot Charge (C22)
- ☐ ☐ Cannot Program (C23)

☐ ☐ Connectivity

☐ ☐ Bluetooth Issue (C23B)

Physical Damage

☐ ☐ Damaged Housing/Battery Door (C32)

☐ ☐ Excessive Earwax (C41)

SHELL

Digital impressions are kept on file for 3 years.

- ☐ Use impression on file (RM01)
- ☐ Use new impression (RMNI)

Use scan from different previous hearing aid

Left Right
☐ Use Otoscan File Otoscan ID

REMAKE REASON*

Fitting

- ☐ ☐ Too Loose/feedback (RM01)
- ☐ ☐ Too Tight (RM02)
- ☐ ☐ Canal too short (RM10)
- ☐ ☐ Canal too long (RM09)
- ☐ ☐ Vent too small (RM22)
- ☐ ☐ Vent too large (RM23)
- ☐ ☐ Difficult to insert (RM26)

Connectivity

☐ ☐ Wire length change (HP receiver) (RM49)
Length: R _____ L _____



OPTIONS (RM25)**

- ☐ ☐ Removal String
- ☐ ☐ Canal Lock**
- ☐ ☐ Helix Lock**
- ☐ ☐ Canal Grip
- ☐ ☐ Soft coating
- ☐ ☐ Ext Receiver Tubing*

*Not available with ITE
+Not available with IIC

CHANGE MATRIX (RM50)

L	R
☐ 113/50*	☐ 113/50*
☐ 118/55*	☐ 118/55*
☐ 124/60*	☐ 124/60*
☐ 124/65**	☐ 124/65**

*Not available with ITE
+Not available with IIC
**Not available with IIC and CIC

*Earmolds can be remade at no charge up to 90 days after the invoice date for fit issues. Custom hearing aids can be remade for fit issues up to year after invoice date.

**Any earmold sent in for any changes other than fit will result in new order with charges. An order for a new earmold will be placed and charged.
When sending in a hearing aid, please REMOVE your earmold if no repair/remake is needed to the mold itself to avoid additional charges to earmold

SPEEDY REPAIR

☐ This is a Speedy Repair
(please include pdf print out with hearing aids)

WARRANTY

- ☐ ☐ In warranty
- ☐ ☐ 6-month warranty (If nothing is selected 6-month will be default)
- ☐ ☐ 12-month warranty (12-month warranty is not available for hearing aids over 5 years)

Warranty info is available on myRexton.

SHIPPING

- ☐ UPS 2nd Day \$22.95 (Default shipping method)
- ☐ UPS Next Day \$28.95
- ☐ UPS Ground \$13.50 (Non-hearing aid orders including earmolds shipped without hearing aids)

ADDITIONAL COMMENTS: