

# CUSTOM PRODUCT REPAIR AND REMAKE FORM

GO PAPERLESS! USE THE STARKEY ESTORE AT AUDIBELPRO.COM

## STEP 1 - ORDER

**BILL TO:** ACCOUNT NUMBER:   
**ADDRESS:**   
**CONTACT:** PHONE:   
**EMAIL:**

### SERVICE PLAN

6 MONTHS (DEFAULT)  12 MONTHS  
HEARING AIDS \$150.00 \$180.00  
AUDIBEL HEARING AIDS GREATER THAN 5 YEARS, AND ALL MAKE REPAIRS \$191.70 \$220.04  
RIC CUSTOM CASED / AP RECEIVER REPAIR \$65.00 N/A

### ADDITIONAL OPTIONS

CUSTOM REPLATE: \$76.29  CUSTOM RECASE: \$98.09 (ALL MAKE REPAIRS ONLY)  
 CUSTOM REMAKE: \$176.58  RIC CUSTOM CASED / AP RECEIVER REMAKE: \$80 (30-DAY PERIOD TO VERIFY FIT)

**SHIP TO:** ACCOUNT NUMBER:   
**ADDRESS:**   
**CONTACT:** PHONE:   
**EMAIL:**

### SERVICE OPTIONS (CHARGES ARE PER HEARING DEVICE)

SAME-DAY SERVICE \$54.49  ONE-DAY SERVICE \$32.69

P.O. NO. DATE  
  
STATE/SPECIAL PROGRAM BENEFIT STATE

### WARRANTY DATE:

WILL BE VERIFIED UPON RECEIPT, CHARGES WILL APPLY IF OUT OF WARRANTY. PLEASE CALL CUSTOMER SERVICE OR CHECK ONLINE FOR WARRANTY DATES. PRICES SUBJECT TO CHANGE. INTERNATIONAL PRICES MAY DIFFER.

## STEP 2 - DEVICE INFORMATION

**FIRST NAME**   
SERIAL NUMBER: INCLUDE MAKE & MODEL IF NOT AN AUDIBEL DEVICE  
**LEFT**

**LAST NAME**   
SERIAL NUMBER: INCLUDE MAKE & MODEL IF NOT AN AUDIBEL DEVICE  
**RIGHT**

### COMPLETE SECTION BELOW IF REPLACEMENT IS REQUIRED

RECEIVER GAIN CABLE LENGTH OR RECEIVER SERIAL NO. (CUSTOM CASED/AP)  
  
 IMPRESSION ENCLOSED  USE SCAN ON FILE

RECEIVER GAIN CABLE LENGTH OR RECEIVER SERIAL NO. (CUSTOM CASED/AP)  
  
 IMPRESSION ENCLOSED  USE SCAN ON FILE

### USER INFORMATION

**NOTE: Fit-Related Issues Require New Impressions**

**LEFT** MCL \_\_\_\_\_ UCL \_\_\_\_\_ 250kHz \_\_\_\_\_ 500kHz \_\_\_\_\_ 1kHz \_\_\_\_\_ 2kHz \_\_\_\_\_ 3kHz \_\_\_\_\_ 4kHz \_\_\_\_\_  
**RIGHT** MCL \_\_\_\_\_ UCL \_\_\_\_\_ 250kHz \_\_\_\_\_ 500kHz \_\_\_\_\_ 1kHz \_\_\_\_\_ 2kHz \_\_\_\_\_ 3kHz \_\_\_\_\_ 4kHz \_\_\_\_\_

## STEP 3 - PRODUCT (CHECK ALL THAT APPLY)

### REMAKE OR SHELL MODIFICATION

ADD CANAL LOCK (NEED NEW IMPRESSIONS)  DECREASE VENT  
 LOOSE  INCREASE VENT  
 TIGHT  PROTRUDES  
 FEEDBACK

### WAS MEDICAL INTERVENTION NEEDED FOR THE SYMPTOM REPORTED?

YES  NO

### PLEASE MARK PROBLEM AREA ON DEVICE OR IMPRESSION

PATIENT COMMENTS:  
(NOTE: IF THE SIZE AND SHAPE OF THE EAR DOES NOT ALLOW FOR A SECURE RETENTION POINT FOR THE MODEL ORDERED, A CANAL LOCK MAY BE ADDED TO ENSURE A GOOD PHYSICAL FIT)

(NOTE: PLEASE SEND NEW IMPRESSIONS FOR BEST RESULTS)

### CUSTOM PRODUCTS - REASON FOR REPAIR

DEAD  DISTORTED  
 NOISY  FADES  
 WEAK  INTERMITTENT  
 FEEDBACK  VOLUME/MEMORY CONTROL  
 EXCESSIVE BATTERY DRAIN  FADES  
 OCCLUDED  INTERMITTENT  
 DIRECTIONAL  DAMAGED  
 TELECOIL  VOLUME CONTROL

REFERENCE NO. #

### SPECIAL INSTRUCTIONS



DO NOT WRITE HERE  
FACTORY USE ONLY