

REPAIR/REMAKE FORM

For fast and accurate service use mysignia.com

TEL: (800) 766-4500 FAX: (732) 562-6683



Bill To	<input type="text"/>
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Ship To	<input type="text"/>
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Bill To Account Info

Name	<input type="text"/>
Address	<input type="text"/>
Email / Phone	<input type="text"/>
PO#	<input type="text"/>
Purchase Channel	<input type="text"/>

Ship To Account Info

Name	<input type="text"/>
Address	<input type="text"/>
Email / Phone	<input type="text"/>

Patient Information

Name	<input type="text"/>
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HCP Contact Information

Name	<input type="text"/>
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Product Information

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

Repair Reason

Product	
<input type="checkbox"/>	<input type="checkbox"/> No Sound (C11)
<input type="checkbox"/>	<input type="checkbox"/> Weak (C12)
<input type="checkbox"/>	<input type="checkbox"/> Intermittent (C13)
<input type="checkbox"/>	<input type="checkbox"/> Distortion (C14)
<input type="checkbox"/>	<input type="checkbox"/> High Battery Drain (C21)
<input type="checkbox"/>	<input type="checkbox"/> Cannot Charge (C22)
<input type="checkbox"/>	<input type="checkbox"/> Cannot Program (C23)
<input type="checkbox"/>	<input type="checkbox"/> User Control Damaged (C24)
Connectivity	
<input type="checkbox"/>	<input type="checkbox"/> Bluetooth Issue (C23B)
Physical Damage	
<input type="checkbox"/>	<input type="checkbox"/> Damaged Housing/Battery Door (C32)
<input type="checkbox"/>	<input type="checkbox"/> Excessive Earwax (C41)

Shell

Digital impressions are kept on file for 3 years.	<input type="checkbox"/>	Use impression on file (RMHA)	Use scan from different previous hearing aid	
	<input type="checkbox"/>	Use new impression (RMNI)	Left	Right
			<input type="checkbox"/> Use Otoscan File	Otoscan ID

Remake Reason*

Fitting	
<input type="checkbox"/>	<input type="checkbox"/> Too Loose/feedback (RM01)
<input type="checkbox"/>	<input type="checkbox"/> Too Tight (RM02)
<input type="checkbox"/>	<input type="checkbox"/> Canal too short (RM10)
<input type="checkbox"/>	<input type="checkbox"/> Canal too long (RM09)
<input type="checkbox"/>	<input type="checkbox"/> Vent too small (RM22)
<input type="checkbox"/>	<input type="checkbox"/> Vent too large (RM23)
<input type="checkbox"/>	<input type="checkbox"/> Difficult to insert (RM26)
Connectivity	
<input type="checkbox"/>	<input type="checkbox"/> Wire length change - too short (CO-2)
<input type="checkbox"/>	<input type="checkbox"/> Wire length change - too long (CO-3)
L _____ and R _____	

Add Options**

<input type="checkbox"/>	<input type="checkbox"/> Removal String (CO-4)
<input type="checkbox"/>	<input type="checkbox"/> Canal Lock (CO-6)* +
<input type="checkbox"/>	<input type="checkbox"/> Helix Lock (CO-8)* +
<input type="checkbox"/>	<input type="checkbox"/> Canal Grip (CO-5)
<input type="checkbox"/>	<input type="checkbox"/> Soft coating (CO-7)
<input type="checkbox"/>	<input type="checkbox"/> Ext Receiver Tubing (CO-12)*

Change Matrix (RM50)

L	R
<input type="checkbox"/> 113/50*	<input type="checkbox"/> 113/50*
<input type="checkbox"/> 118/55+	<input type="checkbox"/> 118/55+
<input type="checkbox"/> 124/60+	<input type="checkbox"/> 124/60+
<input type="checkbox"/> 124/65**	<input type="checkbox"/> 124/65**

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

*Not available with ITE
+Not available with IIC

*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

<input type="checkbox"/>	This is a Speedy Repair (please include PDF print out with hearing aids)
Warranty	
<input type="checkbox"/>	<input type="checkbox"/> In warranty
<input type="checkbox"/>	<input type="checkbox"/> 6-month warranty (If nothing is selected 6-month will be default)
<input type="checkbox"/>	<input type="checkbox"/> 12-month warranty (12-month warranty is not available for hearing aids over 5 years)
Warranty info is available on mySignia.	
Shipping	
<input type="checkbox"/>	UPS 2nd Day \$22.95 (Default shipping method)
<input type="checkbox"/>	UPS Next Day \$28.95
<input type="checkbox"/>	UPS Ground \$13.50 (Non-hearing aid orders including earmolds shipped without hearing aids)

Additional Comments:

<input type="text"/>

Repair or replacement may be with products or parts that are new, used, or refurbished.
Additional charges may apply. Please refer to the Price & Policy Guide for detailed pricing.

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