

# CUSTOM PRODUCT REPAIR AND REMAKE FORM

GO PAPERLESS! ONLINE ORDERING IS EASY WITH ESTORE, STARKEY'S ONLINE ORDERING SYSTEM.

## STEP 1 - ORDER

BILL TO:

ACCOUNT NUMBER:

ADDRESS:

CONTACT:

PHONE:

EMAIL:

SHIP TO:

ACCOUNT NUMBER:

ADDRESS:

CONTACT:

PHONE:

EMAIL:

SERVICE PLAN (CHARGES ARE PER DEVICE)

☐ 6 MONTHS (DEFAULT)

☐ 12 MONTHS

SOUNDGEAR

\$76.28

\$98.08

CUSTOM ITE

SOUNDGEAR

\$141.70

\$170.04

PHANTOM

ADDITIONAL OPTIONS

☐ CUSTOM REPLATE: \$76.29

☐ CUSTOM RECASE: \$98.09 (ALL MAKE REPAIRS ONLY)

☐ CUSTOM REMAKE: \$176.58

SERVICE OPTIONS (CHARGES ARE PER DEVICE)

☐ SAME-DAY SERVICE \$54.49

☐ ONE-DAY SERVICE \$32.69

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

LAST NAME

LEFT

SERIAL NUMBER: INCLUDE MAKE & MODEL IF NOT A STARKEY DEVICE

RIGHT

SERIAL NUMBER: INCLUDE MAKE & MODEL IF NOT A STARKEY DEVICE

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

### REMAKE OR SHELL MODIFICATION

- ☐ LOOSE

☐ TIGHT

☐ PROTRUDES

☐ FEEDBACK

### 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

### PLEASE MARK PROBLEM AREA ON DEVICE OR IMPRESSION

PATIENT COMMENTS:

(NOTE: PLEASE SEND NEW IMPRESSIONS FOR BEST RESULTS)

REFERENCE NO. #

## SPECIAL INSTRUCTIONS



DO NOT WRITE HERE FACTORY USE ONLY