

SERVICES Performed by <i>hi HealthInnovations</i> Service Center		
Service	Service Performed	Fee + Shipping (includes round trip and transit insurance)
Warranty Coverage	Replace with a new device and new one year warranty	\$0
Programming	Programming adjustment	\$0 + \$20 shipping fee
Assessment and Minor Repair	Based on symptom, services may include: <ul style="list-style-type: none"> • Clean and test hearing aid components • Evaluate digital signal processor against specifications • Replace ear tube and tip • Replace battery door • Adjust battery contacts 	1 Device: \$29 2 Devices: \$49 Free shipping
Replacement due to damage not covered by warranty	Replace with a new device and new one year warranty <i>May be used 1 time per device within 3 years of original purchase</i>	\$249 + \$20 shipping fee

LOST, EXCHANGE, REFUND		
Type	Policy	Fee + Shipping (includes round trip and transit insurance)
Lost Device	Purchase new device with new one year warranty <i>May be used 1 time per device within 1 year of original purchase</i>	\$200 off* + \$20 shipping fee
Exchange to New Device	Within trial period, exchange to a new device with new one year warranty	\$100 fee per device + price difference + \$20 shipping fee
Refund	Within trial period, full refund in undamaged condition, minus shipping <i>Must wait 180 days to purchase another device, otherwise exchange fees apply</i>	\$99 only if damaged + \$20 shipping fee

WARRANTY

Each hearing aid comes with a one-year manufacturer's warranty from the original date of shipment to you. If at our examination it is determined that the unit failed to work due to parts, materials or workmanship, the hearing aid will be repaired or replaced at no charge under warranty plus a \$20 shipping fee. This warranty does not cover malfunctions due to unusual wear and tear, unauthorized alteration or mistreatment of the hearing aid, such as physical shock, damage from moisture or sweat, excessive wax build-up, or tampering with the instrument, all of which void the warranty. This warranty does not cover batteries, ear tubes & tips, ear molds or accessories. *hi HealthInnovations* is the only authorized service center for your warranty service. Please contact Customer Service at 1-855-523-9355, and press 2 to obtain authorization to return the product, and a shipping label.

70-DAY RETURN

Each device offers a 70-day return privilege from the date of shipment. Please understand that no hearing device can restore normal hearing, and your satisfaction with your hearing device depends to some degree on your expectations. Please contact Customer Service at 1-855-523-9355 and press 2, to obtain a return authorization code and a shipping label.

SERVICE

For service, please contact *hi HealthInnovations* Customer Service at 1-855-523-9355 and press 2. You may also find the videos and online tutorial at www.hihealthinnovations.com/page/productsupport to be helpful.