

<b>SERVICES</b> <b>Performed by <i>hi HealthInnovations</i> Service Center</b>		
Service	Service Performed	Cost (includes round trip and transit insurance)
<b>Warranty Coverage Year 1</b>	Repair or replace with new device	\$0 (\$149 service fee waived)
<b>Warranty Coverage Years 2 &amp; 3</b>	Repair or replace with new device (service fees applied)	\$149 service fee if replaced + shipping and transit insurance (\$20)
<b>Programming</b>	Programming adjustment	Shipping and transit insurance (\$20)
<b>Assessment and Minor Repair</b>	Based on symptom, services may include: <ul style="list-style-type: none"> <li>• Clean and test hearing aid components</li> <li>• Evaluate digital signal processor against specifications</li> <li>• Replace ear tube and tip</li> <li>• Replace battery door</li> <li>• Adjust battery contacts</li> </ul>	1 Device: \$29 2 Devices: \$49 Free shipping

<b>LOST, EXCHANGE, REFUND</b>		
Type	Policy	Cost (includes round trip and transit insurance)
<b>Lost Device</b>	Purchase new device with new three year warranty <i>May be used one time per device within one year of original purchase</i>	\$200 off retail price* + shipping and transit insurance (\$20)
<b>Exchange to New Device</b>	Within trial period, exchange for a new device	\$100 exchange fee + price difference + shipping and transit insurance (\$20)
<b>Refund</b>	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 fee for damaged devices only + shipping and transit insurance (\$20)

Subject to change without notice

\*Cannot be combined with any other discounts

\*\*All fees waived during 70-day trial period except for loss, stolen or user damaged device(s)

\*\*\*\$69 wireless service fee applies to refunds that include companion microphones

## WARRANTY

Each hearing aid comes with a three-year 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 under warranty with a \$20 shipping and transit insurance fee, waiving the \$149 service fee in year 1. In year 2 and 3, there will be a service charge of \$149 plus a \$20 shipping and transit insurance 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](http://www.hihealthinnovations.com/page/productsupport) to be helpful.