Return Policy

Your satisfaction is guaranteed. If you are not satisfied with your hearing aid(s), you have 45 days to return it for a full refund. We are unable to honor return requests after 45 days from the date of delivery as reported by shipment tracking. All products MUST include a Return Merchandise Authorization (RMA) number for proper processing. Products returned without an RMA number will incur a twenty percent (20%) No-RMA Fee. For an RMA number and specific return instructions, please call customer service.

Warranty

Your hearing aid(s) is covered against defects in materials and workmanship for 90 days from the time you receive your order. If at our examination it is determined that the unit failed to work due to its parts, materials, or workmanship, we will repair or replace it for free. This warranty does not cover malfunctions due to unusual wear and tear or mistreatment of the hearing aid, such as physical shock, excessive wax build-up, or tampering with the instrument, all of which void the warranty. If you require warranty service, please contact customer service. For 100% coverage of your hearing aid against any damage or malfunction, you may consider adding our protection plan.

Advisory Statement

MDHearing advises anyone who has a history of: (1) Visible congenital or traumatic deformity of the ear; (2) active drainage from the ear within the previous 90 days; (3) sudden, or rapidly progressive, hearing loss within the previous 90 days; (4) acute or chronic dizziness; (5) unilateral hearing loss of sudden or recent onset within the previous 90 days; (6) audiometric air-bone gap equal to, or greater than, 15 decibels at 500 hertz (Hz), 1,000 Hz, and 2,00 Hz; (7) visible evidence of cerumen accumulation, or a foreign body in the ear canal; and (8) pain or discomfort in the ear, to consult a physician or an otolaryngologist prior to fitting of the hearing aid.

This hearing aid will not restore normal hearing nor will it prevent further hearing loss. A fully informed adult whose religious or personal beliefs preclude consultation with a physician may waive the requirement of a medical evaluation.

The exercise of such a waiver is not in your best health interest and its use is strongly discouraged. It is also required that a person under the age of 18 years obtain an evaluation by an audiologist in addition to the medical evaluation before a hearing aid can be sold to such person.

The purchaser is advised that any examination or representation made by a hearing aid dispenser in connection with the business of dispensing this hearing aid, or hearing aids, is not an examination, diagnosis, or prescription by a person licensed to practice medicine in this state, and therefore, must not be regarded as medical opinion.

QUESTIONS?
Our customer support specialists are here to help.

800-918-3914
Monday–Friday (For current hours of operation, visit MDHearingAid.com/contact)

support@MDHearingAid.com
24 hours a day, 7 days a week