IMPORTANT NOTICE FOR PROSPECTIVE HEARING AID USERS
(Addendum to Receipt)

Return Policy

Your satisfaction is guaranteed. If you are not satisfied with your hearing aid(s), you have 45 days from the date of delivery (as reported by shipment tracking) to return for a full refund. We are unable to honor return/refund requests for accessories. To initiate a return, you MUST contact customer service to activate our Return Merchandise Authorization (RMA) return process before sending the devices back to us. This is essential for proper processing of your return and efficiency. Please call, text, or email customer service using the contact information at the bottom of this sheet.

Warranty*

Your hearing aid(s) is covered against defects in materials and workmanship for 1 year 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, lack of proper maintenance, 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.

*Our warranty was recently updated to one (1) year. Your User Manual and other materials may be out of date. Please disregard any reference to a different warranty period.

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 2,000 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. It is 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 hearing professionals are here to help.

800–918–3914
Mon.–Fri. (For current hours of operation, visit MDHearingAid.com/contact-us)
support@MDHearingAid.com
24 hours a day, 7 days a week