

**RETURN GUIDELINES FOR SERVICES RENDERED**

We charge separately for service from the product. Your provider may bundle but if she doesn’t, please note the following:

1. The hearing aid/s may be returned as stated in the Purchase Agreement.
2. Fees for services rendered cannot be refunded; including those provided during the trial period.

The following are service fees included in the cost of fitting your hearing device/s are:

* + - Dispensing (fitting) the hearing aid(s) you ordered
      * Expectations of this appointment:
        + Assure a comfortable fit and comfortable sound as you acclimate
        + Understanding how your hearing aids work
        + Understanding how to insert and remove them in your ears correctly
        + Any other questions you may have about the hearing aids, chargers, etc.
    - Verifying the fitting of the hearing aid(s) using real ear probe mic measures
    - More follow-up visits that can be telehealth/audiology if deemed appropriate
      * Expectations of these appointments
        + How to clean them
        + How to use the app and the phone feature if applicable
        + How to troubleshoot

I agree to the cost-of-service fees rendered and understand that these fees are non-refundable.

Patient Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date\_\_\_\_\_\_\_\_\_\_\_