

# Return for Credit Form

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_  
          DD           MM           Year

## STEP 1: Account Information

### Account Number:

Phone #:

Company Name:

Address:

Contact Name (Audiologist/Dispenser):

### Restocking fee schedule

1-30 days after trial period      15%

31-90 days after trial period      25%

91-275 days after trial period      50%

## STEP 2: Patient Information

First Name:

Last Name:

## STEP 3: Hearing Instrument Information

Please attach a copy of invoice

Model: \_\_\_\_\_ Serial # L: \_\_\_\_\_ Serial # R: \_\_\_\_\_

Other Serial #: \_\_\_\_\_

## STEP 4: Roger Information

Is a RogerDirect receiver installed in the Infinio, Lumity, Paradise or Marvel™ device?

Yes - If the Roger X receiver is not being returned for credit, please uninstall before returning the hearing aid.

No

Please specify Roger X serial numbers (not applicable if receiver was installed via Roger 3 microphone as it has unlimited receivers):

Roger X

Roger X Serial Number(s): \_\_\_\_\_

## STEP 5: Return for Credit

Please refer to current Phonak Price & Policy for restocking fee

### Reasons for return (check any that apply):

- L  R Acoustic not functioning
- L  R Too many repairs
- L  R Remakes
- L  R Not enough benefits
- L  R Cosmetic
- L  R Poor fit
- L  R Exchange form factor
- L  R Order fulfillment error
- L  R Unsuccessful Roger Trial

- L  R Overstock
- L  R Consignment
- L  R Cost related
- L  R Patient can't adapt
- L  R Patient medical problem (E.g. Stroke):

L  R Device medical problem (E.g. Allergy to material):

For other reasons, please specify:

## Additional Information:

## Dangerous Goods Policy:

When sending any charger with a built in battery or the Power Pack back to Phonak, it must be shipped by ground with the proper **UN3480 DG label**. Contact Customer Service to obtain a label or more information.