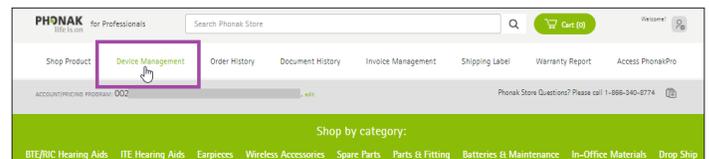


Phonak Guide

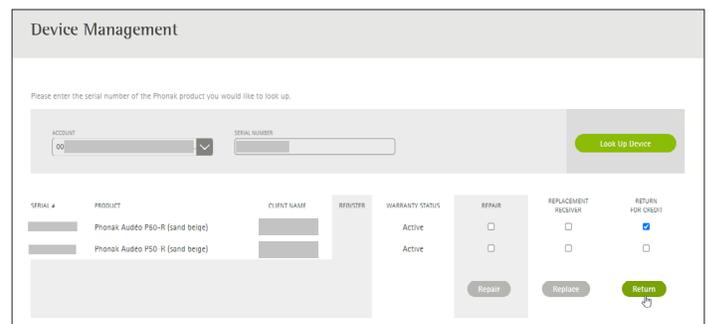
Sending a Device for Credit on Phonak Store

Skip the line on waiting to receive return for credit form and submit your return on Phonak Store!

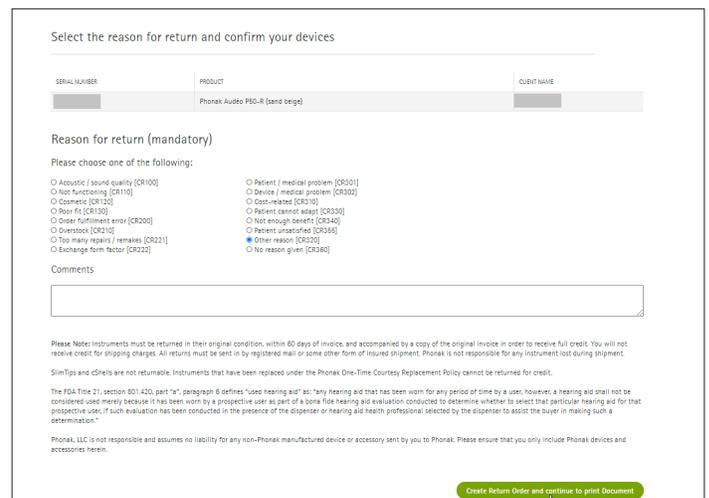
1. Click on "Device Management" on the top bar on Phonak Store home page.



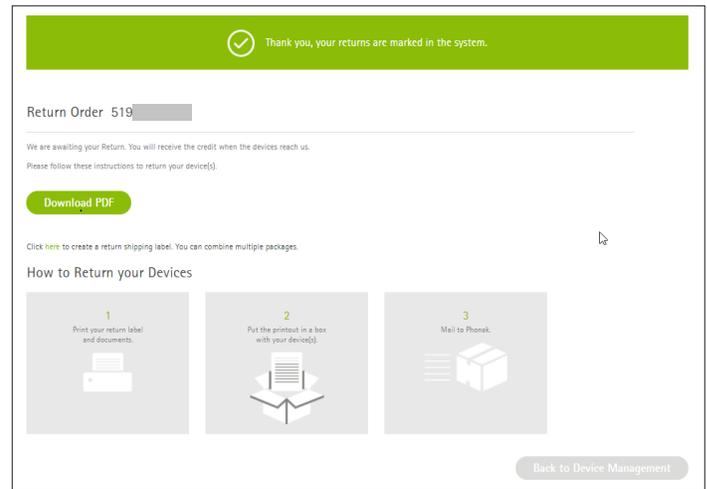
2. Enter a serial number of the unit to be returned. Click "Return for Credit" checkbox if this option for that device is available. All standard terms and conditions apply for a device to be eligible for return for credit.



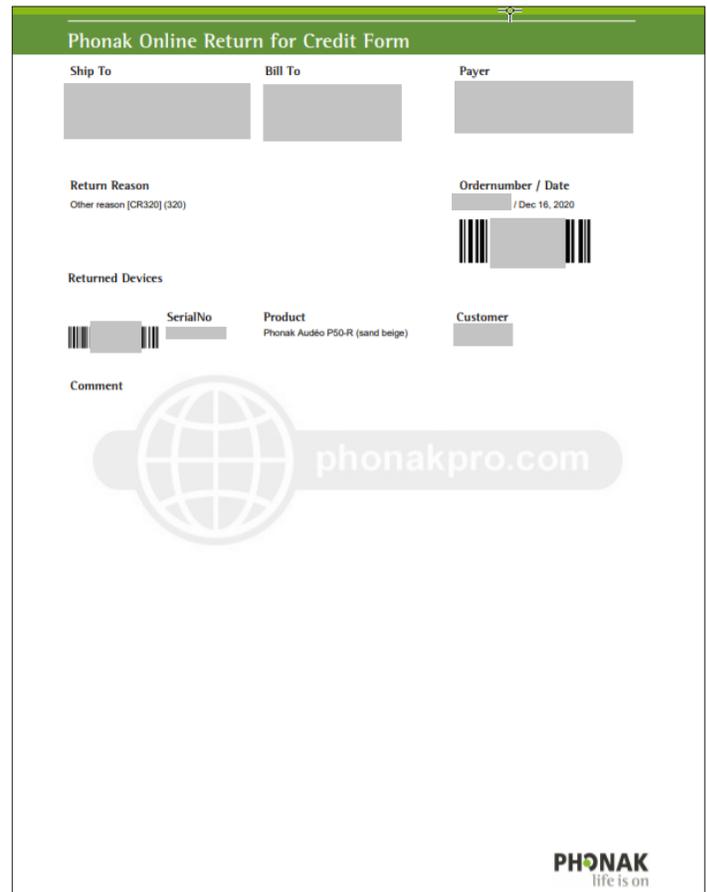
3. Select a reason for return and confirm your return.



4. Download and print document. Include in the package with device and return to Phonak.



5. Customers will receive an email confirmation and an attached PDF with a reference number that can be reprinted if needed.



Visit the **Phonak Store** today to access this feature. Don't have an account? **Signing up** only takes a minute.

New to Phonak Store?

Unsure as to where to begin? Schedule a one-on-one training with an eServices specialist. Simply email your training request to eservices@phonak.com.