

SOUND LIKE NO OTHER

# REPAIR/REMAKE FORM

Widex is committed to providing you with the highest quality of service and satisfaction attainable. To assist us with this, please fill out all information as accurately as possible.

Bill-to: \_\_\_\_\_

Ship-to: \_\_\_\_\_

BILL TO ACCOUNT INFO
Name: _____
Address: _____
Email/Phone: _____
P.O. #: _____

SHIP TO ACCOUNT INFO
Name: _____
Address: _____
Email/Phone: _____
P.O. #: _____

PATIENT INFORMATION
Name: _____

HCP INFORMATION
Name: _____

PRODUCT INFORMATION				
	Model	Serial Number	Power	Length
Hearing Aid Left				
Hearing Aid Right				
Charger				
Accessory				
Receiver Left				
Receiver Right				

REPAIR REASON	
Product	
<input type="checkbox"/>	<input type="checkbox"/> No Sound (C11)
<input type="checkbox"/>	<input type="checkbox"/> Weak (C12)
<input type="checkbox"/>	<input type="checkbox"/> Distortion (C14)
<input type="checkbox"/>	<input type="checkbox"/> High Battery Drain (C21)
<input type="checkbox"/>	<input type="checkbox"/> Cannot Charge (C22)
<input type="checkbox"/>	<input type="checkbox"/> Cannot Program (C23)
Connectivity	
<input type="checkbox"/>	<input type="checkbox"/> Bluetooth Issue (C23B)
Physical Damage	
<input type="checkbox"/>	<input type="checkbox"/> Damaged Housing/ Battery Door (C32)
<input type="checkbox"/>	<input type="checkbox"/> Excessive Earwax (C41)

SHELL* (DIGITAL IMPRESSIONS ARE KEPT ON FILE FOR 3 YEARS.)			
<input type="checkbox"/>	Use impression on file (RMHA)	<input type="checkbox"/>	Use scan from different hearing aid
		Left	Right
<input type="checkbox"/>	Use new impression (RMNI)	<input type="checkbox"/>	Use Otoscan File
			Otoscan ID

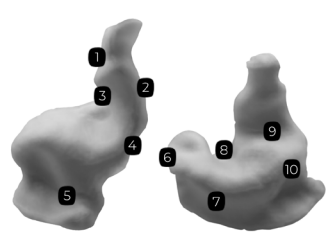
REMAKE REASON*	
Fitting	
<input type="checkbox"/>	<input type="checkbox"/> Too Loose/feedback (RM01)
<input type="checkbox"/>	<input type="checkbox"/> Too Tight (RM02)
<input type="checkbox"/>	<input type="checkbox"/> Canal too short (RM10)
<input type="checkbox"/>	<input type="checkbox"/> Canal too long (RM09)
<input type="checkbox"/>	<input type="checkbox"/> Vent too small (RM22)
<input type="checkbox"/>	<input type="checkbox"/> Vent too large (RM23)
<input type="checkbox"/>	<input type="checkbox"/> Difficult to insert (RM26)
Configuration changes	
<input type="checkbox"/>	<input type="checkbox"/> Wire length change (Embedded Earmold) (RM49)

ADD OPTIONS (RM25)**	
<input type="checkbox"/>	<input type="checkbox"/> Removal String
<input type="checkbox"/>	<input type="checkbox"/> Canal Lock
<input type="checkbox"/>	<input type="checkbox"/> Helix Lock
<input type="checkbox"/>	<input type="checkbox"/> Canal Grip
<input type="checkbox"/>	<input type="checkbox"/> Coating
<input type="checkbox"/>	<input type="checkbox"/> Ext Receiver Tubing

\*Earmolds can be remade at no charge up to 90 days after the invoice date for fit issues. Custom hearing aids can be remade for fit issues up to year after invoice date.  
 \*\*Any earmold sent in for any changes other than fit will result in new order with charges. An order for a new earmold will be placed and charged.  
 When sending in a hearing aid repair, please REMOVE your earmold if no repair/remake is needed to the mold itself to avoid additional charges applied to the earmold

EXPRESS REPAIR	
<input type="checkbox"/>	This is an Express Repair (please include pdf print out with hearing aids)
WARRANTY	
<input type="checkbox"/>	<input type="checkbox"/> In warranty
<input type="checkbox"/>	<input type="checkbox"/> 6-month warranty (If nothing is selected 6-month will be default)
<input type="checkbox"/>	<input type="checkbox"/> 12-month warranty (not available for hearing aids over 5 years)
Warranty info is available on <a href="http://www.mywidexpro.com">www.mywidexpro.com</a>	
SHIPPING	
<input type="checkbox"/>	UPS 2nd Day \$22.95 (Default shipping method)
<input type="checkbox"/>	UPS Next Day \$28.95
<input type="checkbox"/>	UPS Ground \$13.50 (Non-hearing aid orders including earmolds shipped without hearing aids)

ADDITIONAL COMMENTS:	



- 1. Bulbous
- 2. Knee
- 3. Aperture/Seal
- 4. Aperture/Seal
- 5. Tragal Notch
- 6. Helix
- 7. Antihelix
- 8. Crus
- 9. Concha/Bowl
- 10. Antitragus Ridge