



REPAIR FORM

You suspect that your hearing aid is defective, but maybe it's a common issue that can easily be fixed. Therefore, please complete this list below and, if necessary, return this form with your hearing aid back to us. We will then take care of the reparation.

Tip: View the instruction videos on our website, to see how you can easily replace parts and clean your hearing aid: www.online-hearingaids.com/instructional-videos/

CHECKLIST

DID YOU CHANGE THE BATTERY? AND ARE YOU SURE YOUR HEARING AID IS NOT EMPTY?

HAVE YOU CHECKED IF YOUR DOME IS CLOGGED?

DID YOU REPLACE THE FILTER?

DID YOU DRY YOUR HEARING AID COMPLETELY BY USING A DRY BOX?

DID YOU CLEAN YOUR EAR PIECE AND DRY IT COMPLETELY?

DID YOU CLEAN THE TUBE OR REPLACE THE TUBE?

DID YOU REPLACE THE SPEAKER?

Have you checked all of the above and is your hearing aid still not working?
Please complete the last page of this document and send your hearing aids to us together with this filled out repair form.

Online-HearingAids.com
Repairs Department
Nikkelstraat 43
1411 AH Naarden
The Netherlands

IMPORTANT: PRINT AND FILL OUT THIS DOCUMENT AND ATTACH IN PACKAGE!

Products sent to our repair department without this printed and filled out repair form, will NOT be taken into reparation.



PACKING THE HEARING AID

Pack the hearing aid as it was delivered, preferably in the original packaging or something similar. Make sure the hearing aid cannot be moved around in the package while being handled by the post.

Remember to complet this entire repair form and attach the filled our repair form in the package as a printed document.

Everything is ready for shipment.

Online-HearingAids.com
Repairs Department
Nikkelstraat 43
1411 AH Naarden
The Netherlands



WHAT CAN YOU EXPECT FROM ONLINE-HEARINGAIDS.COM?

1. We wait until we have received your hearing aid and the completed repair form.
2. We will then check whether the hearing aid is indeed defective.
3. If the device needs to be repaired, we check whether this is covered by your warranty plan. We'll let you know before we start the repair.
4. Your hearing aid(s) will be repaired by the original manufacturer.
5. After repair, we will check whether it is necessary to re-install the hearing aids based upon your personal adjustments. If not necessary, we will send the hearing aid(s) back. If we need to re-install your personal hearing loss adjustments, we will contact you.

Keep in mind that a repair process takes about 2 weeks on average.

Online-HearingAids.com
Repairs Department
Nikkelstraat 43
1411 AH Naarden
The Netherlands

IMPORTANT: PRINT AND FILL OUT THIS DOCUMENT AND ATTACH IN PACKAGE!

Products sent to our repair department without this printed and filled out repair form, will NOT be taken into reparation.



INFORMATION

First Name:

Last Name:

Order Number:

Did you order this hearing aid at Online-Hearingaids.com?

Yes/No

E-mail Address:

What is the serial number of the defect hearing aid? (Find out on our website how you can check this. Usually the serial number can be found in the battery tray.)

Street Name & House Number:

Telephone Number/Mobile:

I hereby give Online-HearingAids.com permission to, if necessary for the repair of my hearing aid, to share my personal data or information about my hearing loss to the manufacturer in order to repair my hearing aids.

Signature:

Date:

Online-HearingAids.com
Repairs Department
Nikkelstraat 43
1411 AH Naarden
The Netherlands

IMPORTANT: PRINT AND FILL OUT THIS DOCUMENT AND ATTACH IN PACKAGE!

Products sent to our repair department without this printed and filled out repair form, will NOT be taken into reparation.



IMPORTANT

Please always send in both hearing aids!

Even if one of the two hearing aids is defect. It happens regularly that we get a hearing aid back from repair without settings. In order to reset and adjust the repaired hearing aid we need to pair both hearing aids.

Are you shipping from outside the EU?

Please add the invoice on the outside of the box. Indicate on it 'Duty Paid' and that it concerns a RETURN /'Returned goods' and not 'Commercial goods'. Otherwise extra costs will be charged.

Print and fill out this this entire document and attach inside the package!

Products sent to our repair department without this printed and filled out repair form, will NOT be taken into reparation.

Online-HearingAids.com
Repairs Department
Nikkelstraat 43
1411 AH Naarden
The Netherlands

IMPORTANT: PRINT AND FILL OUT THIS DOCUMENT AND ATTACH IN PACKAGE!

Products sent to our repair department without this printed and filled out repair form, will NOT be taken into reparation.