

List of credit return reasons

Code	Reason name	Definition
CR100	Acoustic/Sound Quality	e.g. occlusion, feedback
CR110	Not functioning	The device has functioning problem
CR120	Cosmetic	The patient doesn't like how the device looks like
CR130	Poor fit	e.g. shell too loose / too tight
CR200	Order fulfillm Error	Error or problem with the order
CR210	Overstock/Consignment	Device sent back due to an overstock issue
CR221	Too many repairs/remakes	Request exchange due to multiple repairs/remakes
CR222	Exchange form factor	Changed to other form factor ITE/RIC/BTE
CR230	Flex upgrade issue	Not possible to upgrade the device with Flex System
CR301	Patient/medical problem	Patient died, can't wear device due to other health issue
CR302	Device/medical problem	Allergic reaction, swelling, bleeding, hematoma
CR310	Cost related	Too expensive
CR320	Other reason	Indicated reason doesn't match any CR reason
CR330	Patient can't adapt	Patient doesn't get used to his device
CR340	Not enough benefit	Device not beneficial to client
CR355	Patient unsatisfied	Patient is not satisfied with the device
CR360	No reason given	No reason for credit return indicated

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