

# Phonak One-Time Courtesy Replacement Request Form



Normal processing fees will apply for each replacement.

## Customer Information

Ship To Account Number: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Bill To Account Number: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Patient Name: \_\_\_\_\_

Third Party Patient Number: \_\_\_\_\_

Purchase Order Number: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_

## Hearing Instrument Information

Model: \_\_\_\_\_

Right  Left

Serial Number: \_\_\_\_\_

Receiver / SlimTube Size (0-3): \_\_\_\_\_

cShell / SlimTip Serial Number\*: \_\_\_\_\_

Original Invoice Number: \_\_\_\_\_

Warranty Expiration: \_\_\_\_\_

\* Custom ear pieces will incur additional charge.

**Please Note: Instruments replaced under the One-Time Courtesy Replacement Policy may not be returned for credit. If a lost instrument is subsequently found, the processing fee will not be reimbursed.**

## Replacement Information

Please have the user or responsible party (if user is under 18 years old) describe below the circumstances under which the instrument was lost or damaged and the attempts made to recover the instrument (attach an additional page if necessary).

Please have the user or responsible party read and sign the following statement:

"I, \_\_\_\_\_, hereby state that the above information is true and accurate. I understand that should a lost instrument be found, the replacement unit I was issued must immediately be returned to Phonak, LLC."

\_\_\_\_\_  
Patient / Responsible Party Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Hearing Care Professional Signature

\_\_\_\_\_  
Date

## Please Note:

Phonak, LLC will replace a hearing instrument that has been certified as lost or damaged beyond repair only once during the one-time courtesy replacement period after dispensing, which is concurrent with the manufacturer's warranty. **Instruments replaced under the One-Time Courtesy Replacement Policy may not be returned for credit.** Phonak reserves the right to request additional information regarding this request if deemed necessary. Lost or damaged instruments must be reported to Phonak within 14 days of the occurrence. If a lost instrument is subsequently found, the processing fee will not be reimbursed. Phonak, LLC is not an insurance company and does not offer loss and damage insurance. This program is a one-time courtesy replacement and does not constitute an insurance product.

Phonak, LLC is not responsible and assumes no liability for any non-Phonak manufactured device or accessory sent by you to Phonak. Please ensure that you only include Phonak devices and accessories herein.