



# Repairs Form

Please follow the steps below and provide the information requested in the spaces provided. Use additional forms if returning more than one hearing aid. Please post with the hearing aid to the address below.

Full Name e.g. John Smith:	<input type="text"/>
Email:	<input type="text"/>
Postcode:	<input type="text"/>
Product type:	<input type="text"/>
Product serial number:	<input type="text"/>

## 2. Warranty

Is your product still within its warranty period?  yes  no

If you ticked 'yes', what date did you purchase your product?

## 3. Nature of the fault

Explain what needs repairing e.g. weak sound, no sound, interference, physical damage etc. Please do not just say 'dead'. If you cannot get a tone out of the aid please say when it stopped working. It is helpful to know if there is a decline in performance or a sudden total ceasing. If there is an intermittent fault please try to describe if it is after prolonged wear etc.

## 4. Estimate and payment

As soon as we have received and reviewed your item for repair we will contact you to let you know it is here and has been processed. If your item is within the terms of our warranty, then this will be repaired or replaced under those terms. If it is out of warranty, the standard repair charge is £60.00. Repairs, including processing and postage can take 3 to 4 weeks, but off-site repair times are occasionally beyond our control.

**HEARING DIRECT  
UNIT 4 NINE MILE WATER  
BUSINESS PARK  
NETHER WALLOP  
STOCKBRIDGE  
SO20 8DR  
UNITED KINGDOM**

*PLEASE NOTE: Unfortunately we cannot be held liable for any items that we do not receive or are lost or damaged in the post when being returned. We recommend that you send your hearing aid/s by recorded delivery. Please put the aid into a hard protective hearing aid case.*