

WARRANTY FORM



HearSmart Solutions Inc.
The Sound Solution That Fits

Warranty Type

- Warranty Adjustment/Repair**
 Out-of-Warranty Adjustment/Repair
***The product MUST be returned with a Warranty claim**

Please do not write in lab area below

Date Warranty Placed: _____ Lab #: _____

Date Lab Received: _____

PROVIDER: _____ PO #: _____

Customer Information

Client Name: _____

Date of Birth: _____

Employer: _____

Cell Phone: _____ Home Phone: _____

Email: _____

SHIP TO: Customer Employer Provider Pick-up Deliver

Address: _____

City: _____ Unit: _____

Prov/State: _____ PC/Zip: _____

Mail Instructions: _____

Payment Method (for out-of-warranty purchases)

- Cash Debit MC VISA AMEX E-transfer Invoice

Base Price: \$ _____ ()

Option: \$ _____ ()

Shipping: \$ _____ ()

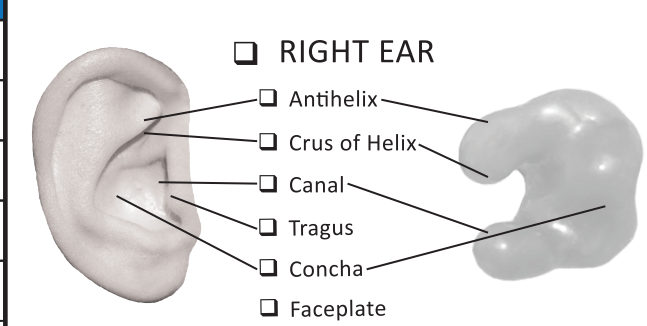
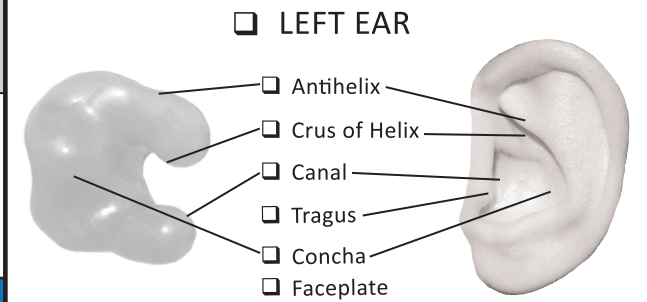
Discount: \$ _____ ()

Subtotal: \$ _____ Total: \$ _____
 Taxes: (%) \$ _____

90-Day Earmold Fit Guarantee

New EMI's are required for all remakes. The following are not covered under the Fit Guarantee: Style Changes (product, size, cord, material, or colour changes), lost earmolds, when incorrect information was provided on the order form, orders made from EMI's/Casts/Scans over 5 years old, orders made from rejected EMI's, or fit issues after 90 days.

Please Indicate Location of Fit Issue:



Please Indicate Problem:

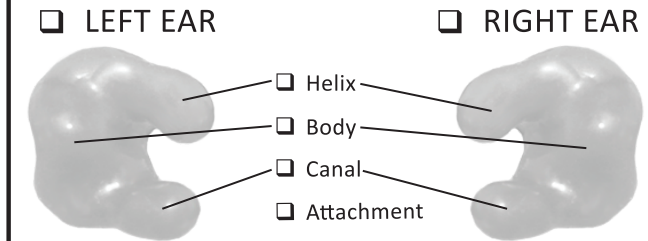
- Earplug(s) uncomfortable
 Earplug(s) break seal with minimal head or jaw movement
 Request top coat sealant
 Request filter change From: _____ To: _____
 Other (please indicate): _____

Please provide as much detail as possible:

3-Year Earmold Manufacturer Warranty

The following are not covered under the Earmold Manufacturer Warranty: Style Changes (product, size, cord, material, colour changes), lost earmolds, fit issues, anchors, filters, drivers, cables, damage from unauthorized repair or modification, misuse, abuse, accident, negligence, or improper operation or maintenance.

Please Mark Affected Area On Diagram:



Please Indicate Problem:

- Tear, crack, or split in Silicone
 Attachment area tear, rip, or split
 Manufacturer error in style of earpiece
 Material or workmanship defect
 Other (please indicate): _____

Please provide as much detail as possible:

2-Year Radio Accessory Warranty

The following are not covered under the Radio Accessory Warranty: Custom Earmolds, damage from water, moisture, or wax.

Please Indicate Problem:

- Distortion or intermittency through transducer
 Microphone distortion
 Tear, crack, or split on wire
 Faulty PTT button
 Cable connector damage
 Other (please indicate): _____

Please provide as much detail as possible:

2-Year Electronic Warranty (Monitors/Earphones)

The following are not covered under the Electronic Warranty: Custom Earmolds, cables, damage from water, moisture or wax.

Please Indicate Problem:

- Distortion or intermittency (side: Left Right)
 Reduced or no volume (side: Left Right)
 Tear, crack, or split on wire (Location: _____)
 ILM functions faulty
 Cable jack damage
 Detachable cable connector damage
 Other (please indicate): _____

Please provide as much detail as possible:

Lab Use Only

Original Order Date: _____ Warranty Completed: _____

Present Earplugs/Monitors Returned: Both Left Only Right Only
 Returned with (Case, Accessories): _____

WARRANTY TYPE: _____ Warranty Completed By: _____

- 90-Day Earmold Fit Guarantee
 3-Year Earmold Manufacturer Warranty
 2-Year Commercial Grade Radio Accessory Warranty
 2-Year Electronics Warranty (Monitors/Earphones)
 Out of Warranty Repair/Modification

RESOLUTION:

- Adjustment Repair Sealant Replaced Jack
 Changed Filters: From: _____ To: _____ Removed Dampers
 Remake: New Impressions Remake: Original Cast/Scan
 Replace Driver: (side: L R) Cable Replacement
 Other: _____

Lab Notes: _____
