

CUSTOM EARMOLDS GUARANTEE & REMAKE POLICY

Earmolds manufactured by Oto Hearing Products are of the best quality and materials available in the hearing aid industry. Satisfaction is guaranteed under the following conditions:

- The problem is reported within 90 days of invoice date on original order.
- A new impression must accompany every remake order, along with original invoice number, date and reason for remake request.
- A proper explanation of the reason for the remake is required. This will help us produce a better earmold.

There are only 4 Reasons for Free Remakes

1. When feedback occurs within 90 days of purchase.
2. When earmold causes discomfort within 90 days of purchase
3. Oto Hearing Products sends wrong colour, material or style.
4. Canada Post or a courier company loses an earmold.

Reasons that DO NOT Qualify for a Free Remake

1. Changing material or style. 50% of the cost of the new earmold is charged.
2. Changing material and style. 100% of the cost of the new earmold is charged.
3. Feedback, pain or discomfort occurs after 90 days of invoice date.
4. Dispenser is changing aids and needs a different earmold.
5. Dispenser orders a non-occluding earmold and feedback results.
6. Patient does not like the colour or style of the earmold.
7. Simple adjustment could have avoided doing a remake.
8. Dispenser or patient has ruined earmold by making modifications.
9. Incomplete original impression caused an improper fit, due to missing helix, incomplete canal length, conchas and/or tragus areas.
10. Loss or damage by customer.

CUSTOM EARMOLDS ARE NOT RETURNABLE FOR CREDIT

A few of the invalid reasons we are asked to credit an account:

1. The Patient has passed away.
2. The clinic has not been able to contact the patient.
3. The patient doesn't want BTE's, or s/he's decided on a monaural rather than a binaural fitting.
4. Sleeper earmolds are not giving enough attenuation. (do a threshold test to prove they are attenuating).