

# SHIPPING LABEL: GROUND

## HEARING AIDS WITH CHARGER AND/OR ACCESSORIES



### REPAIR/REMAKE FORM

Order at Rexton Online  
for quick accurate service  
Email: [costco.cc@rexton.com](mailto:costco.cc@rexton.com)



Ship To	<input type="text"/>
Ship To Account Info	
Name	<input type="text"/>
Address	<input type="text"/>
Email / Phone	<input type="text"/>

Member Information	
Cycle ID	<input type="text"/>
HCP Contact Information	
Name	<input type="text"/>

SERIAL NUMBERS	FOR ALL HEARING INSTRUMENTS
Right Hearing Aid	<input type="checkbox"/> In warranty
Right Receiver	<input type="checkbox"/> Out of Warranty*: PO#
Left Hearing Aid	
Left Receiver	
75 dB Receiver	
Accessory	

\*Note: Out of warranty hearing aid repairs between 3-5 years old will receive a 12-month warranty. Instruments 5 years or older will be repaired at the discretion of Rexton with a 6-month warranty. Hearing instruments over 5 years old will not be remade or replaced. COPY of USR required for all out of warranty repairs.

REPAIR REASON
Product
<input type="checkbox"/> <input type="checkbox"/> No Sound/Dead (C11)
<input type="checkbox"/> <input type="checkbox"/> Weak (C12)
<input type="checkbox"/> <input type="checkbox"/> Distortion (C14)
<input type="checkbox"/> <input type="checkbox"/> High Battery Drain (C21)
<input type="checkbox"/> <input type="checkbox"/> Cannot Charge (C22)
<input type="checkbox"/> <input type="checkbox"/> Cannot Program (C23)
Connectivity
<input type="checkbox"/> <input type="checkbox"/> Bluetooth Issue (C23B)
Physical Damage
<input type="checkbox"/> <input type="checkbox"/> Damaged Housing/Battery Door (C32)
<input type="checkbox"/> <input type="checkbox"/> Excessive Earwax (C41)

SHELL			
Digital impressions are kept on file for 3 years.	<input type="checkbox"/> Use impression on file (RMHA)	Use scan from different previous hearing aid	
	<input type="checkbox"/> Use new impression (RMNI)	Left	Right
		Use Otoscan File	Otoscan ID

REMAKE REASON
Fitting
<input type="checkbox"/> <input type="checkbox"/> Too Loose/feedback (RM01)
<input type="checkbox"/> <input type="checkbox"/> Too Tight (RM02)
<input type="checkbox"/> <input type="checkbox"/> Canal too short (RM10)
<input type="checkbox"/> <input type="checkbox"/> Canal too long (RM09)
<input type="checkbox"/> <input type="checkbox"/> Vent too small (RM22)
<input type="checkbox"/> <input type="checkbox"/> Vent too large (RM23)
<input type="checkbox"/> <input type="checkbox"/> Difficult to insert (RM26)
Connectivity
<input type="checkbox"/> <input type="checkbox"/> Wire length change (HP receiver) (RM49) Size _____

ADD OPTIONS (RM25)
<input type="checkbox"/> <input type="checkbox"/> Removal String
<input type="checkbox"/> <input type="checkbox"/> Canal Lock**
<input type="checkbox"/> <input type="checkbox"/> Helix Lock**
<input type="checkbox"/> <input type="checkbox"/> Canal Grip
<input type="checkbox"/> <input type="checkbox"/> Soft coating
<input type="checkbox"/> <input type="checkbox"/> Ext Receiver Tubing *

CHANGE MATRIX (RM50)	
L	R
<input type="checkbox"/> 113/50*	<input type="checkbox"/> 113/50*
<input type="checkbox"/> 118/55*	<input type="checkbox"/> 118/55*
<input type="checkbox"/> 124/60*	<input type="checkbox"/> 124/60*
<input type="checkbox"/> 124/65**	<input type="checkbox"/> 124/65**

\*Not available with ITE  
+Not available with IIC  
\*\*Not available with IIC and CIC

**IMPORTANT**

Shipping of all Lithium-Ion batteries such as those included with Smart Mic, are subject to IATA shipping regulations. Rexton requires that our business partners and their customers utilize ground transportation when shipping these products. When sending rechargeable hearing aids in for service, ensure the device is turned off. The instruments can then be shipped via air or ground transportation.

**ADDITIONAL COMMENTS:**