



REPAIR/REMAKE/RETURN FORM

Order at Rexton Online
for quick accurate service
Email: costco.cc@rexton.com

REXTON

Ship To

Ship To Account Info

Name

Address

Email / Phone

Member Information

Sycle ID

HCP Contact Information

Name

SERIAL NUMBERS

Right Hearing Aid	
Right Receiver	
Left Hearing Aid	
Left Receiver	
75 dB Receiver	
Accessory	

FOR ALL HEARING INSTRUMENTS

☐	In warranty
☐	Out of Warranty*: PO#
*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.	

SHELL

Digital impressions are kept on file for 3 years.	☐	Use impression on file (RMHA)	Use scan from different previous hearing aid
	☐	Use new impression (RMNI)	Left Right
			Use Otoscan File Otoscan ID

PRODUCT INFORMATION

Order/Invoice Number	Hearing Aid Left	Hearing Aid Right	Charger	Accessory	Receiver Left	Receiver Right
Model						
Serial Number						
Strength						
Length						

RETURN REASONS

Patient Related	Connectivity Related
☐ ☐ Benefit insufficient (CR01)	☐ ☐ Cannot Charge (C22)
☐ ☐ Financial concern (CR02)	☐ ☐ Cannot Program (C23)
☐ ☐ Cannot tolerate device/ amplification (CR03)	☐ ☐ Bluetooth Issue (C23B)
☐ ☐ Patient preferred other manufacturer (CR04)	Administrative
☐ ☐ Patient preferred other instrument/exchange (CR04B)	☐ ☐ Damaged packaging (CR06)
☐ ☐ Illness or death (CR05)	☐ ☐ Wrong Product Delivered (CR07)
	☐ ☐ Wrong Device Ordered (CR08)

CHANGE MATRIX (RM50)

L	R
☐ 113/50*	☐ 113/50*
☐ 118/55*	☐ 118/55*
☐ 124/60*	☐ 124/60*
☐ 124/65**	☐ 124/65**

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

REPAIR REASON

Product
☐ ☐ No Sound/Dead (C11)
☐ ☐ Weak (C12)
☐ ☐ Distortion (C14)
☐ ☐ High Battery Drain (C21)
☐ ☐ Cannot Charge (C22)
☐ ☐ Cannot Program (C23)
Connectivity
☐ ☐ Bluetooth Issue (C23B)
Physical Damage
☐ ☐ Damaged Housing/Battery Door (C32)
☐ ☐ Excessive Earwax (C41)

REMAKE REASON

Fitting
☐ ☐ Too Loose/feedback (RM01)
☐ ☐ Too Tight (RM02)
☐ ☐ Canal too short (RM10)
☐ ☐ Canal too long (RM09)
☐ ☐ Vent too small (RM22)
☐ ☐ Vent too large (RM23)
☐ ☐ Difficult to insert (RM26)
Connectivity
☐ ☐ Wire length change (HP receiver) (RM49) Size

ADD OPTIONS (RM25)

☐ ☐ Removal String
☐ ☐ Canal Lock* *
☐ ☐ Helix Lock* *
☐ ☐ Canal Grip
☐ ☐ Soft coating
☐ ☐ Ext Receiver Tubing *

*Not available with ITE +Not available with IIC

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.

SHIPPING METHOD BY PRODUCT TYPE

Products	Contains Li-Ion Battery	Zinc Air or No Battery
Hearing Aid(s) Only	Air	Air
Hearing Aid(s) & Charger	Ground	Air
Chargers Only	Ground	Air
Accessories	Air	Air

ADDITIONAL COMMENTS: