

PINDER HEARING CARE LTD

HEARING AID WARRANTY AND AFTERCARE POLICY

Warranty Coverage: All hearing aids purchased from Pinder Hearing Care Ltd come with a manufacturer's warranty, that covers repairs. The duration of warranty depends on the manufacture and is either for a two or three year period. The warranty period commences on the day you purchase your new aids. Depending on the type of repair, the hearing aid(s) may need to be returned to the manufacturer.

Warranty Limitation: The manufacturer's warranty is limited and does not cover loss, accidental damage, exposure to water, chemicals or breakages. Consumables such as domes and wax filters, do not form part of the warranty and can be purchased separately.

Aftercare Services: During the warranty period Pinder Hearing Care Ltd offer a free annual hearing health check and hearing aid re-programming service, if required. All repairs and re-programming out with the warranty period will be quoted for in advance.

Customer Support: Customers are provided with a comprehensive user guide for the hearing aids, and a range of instructional videos covering topics such as: regular cleaning, changing of domes and wax filters, are available on the manufacturer's website.