

iHear Loss & Damage Claim Form

Under the iHear Hearing Device Loss & Damage Protection Plan (the “Plan”), iHear Medical, Inc. will provide a one-time replacement service for a hearing device that has been accidentally lost or damaged within one year from shipment of the hearing device. The Plan is separate and in addition to iHear’s warranty for defects and workmanship. iHear’s warranty will continue to apply to the replacement hearing device for the remainder of the warranty period. The lost or damaged hearing device will become property of iHear. If a lost hearing device is found, the hearing device may not be used and iHear customer support must be contacted for return instructions or reactivation. [Click here](#) to view the full details of the Plan.

- Only one claim may be made during the term of the Plan.
- Please contact iHear customer support at 1-844-IHEAR44 to submit a claim for a lost or damaged hearing device and obtain a L&D number.
- iHear reserves the right to request additional information regarding this claim.
- A claim for a lost or damaged hearing device must be made within 30 days of the occurrence.
- A \$50 service fee per device must be paid before a claim can be processed.

Please fill out the fields below:

1. Name: _____

2. Address: _____

3. E-Mail: _____

4. Telephone Number: _____

5. Product Name(s): _____

6. Serial Number(s): _____

7. Please explain how the loss or damage of the product occurred (attach an additional page if necessary):

8. Please describe and/or attach relevant documents regarding any attempts made to recover the product or remedy the damage (attach an additional page if necessary):

9. Comments

Lost Device

If your device has been lost, please return this form to Customer Support via e-mail at support@ihearmedical.com.

Damaged Device

If your device has been accidentally damaged, please return this form along with your product(s) to iHear at the following address after you have obtained a L&D number:

ATTN: L&D Department
iHear Medical, Inc.
15250 Hesperian Blvd. Suite 102
San Leandro, CA 94578
Phone: 1-844-IHEAR44

Please obtain insurance for the package, get a tracking number and/or have a signature confirmation to ensure delivery of the product(s) to iHear. Note that we cannot be held responsible for any lost or damaged shipments.

Please write your L&D Number here: _____