

# **RETURN POLICY**

**BLAIDS HEARING AIDS**

**&**

**INVISIHEAR CUSTOM MOLDED HEARING AIDS**

## Blaid's Refund Policy

We recommend that you use your Blaid's hearing aid for a trial period of 21 days for you to properly adjust to the new hearing aid. This trial period is not compulsory and if you are not satisfied with your purchase you can return your hearing aid at any time within 45 days from the date of receipt for a full refund. Please note that all shipping costs or any other costs incurred for the return of your hearing aid will be for your own account.

We have a 45-day return policy, which means you have 45 days after receiving your item to request a return.

To start a return, you can contact us at **(202) 932-6636** or email us at [support@blaidshearing.com](mailto:support@blaidshearing.com). If your Return is accepted and approved, we'll send you the Return instructions. Items sent back to us without first requesting a return will not be accepted.

### Return Process

1. The return should be made at customers' own expense using a reliable shipping company.
2. The package should be sent back in its original packaging.
3. Send the package to the following address:

**Blaid's LLC**

**PO Box 54**

**Staatsburg, NY 12580**

4. Once you have shipped the unit, please send the tracking number to us for reference. No Return Merchandise Authorization number is needed.

For your Blaid's hearing aid to be eligible for return:

- It must be returned with everything that was included in the original packaging (including the Blaid's carry case), together with all accessories, instructions, and documentation (if any).

- Your Blaid's hearing aid must not be damaged, scratched, or soiled. Please treat products and packaging with reasonable care while in your possession. Nothing herein detracts from any right we may have to hold you liable for any damage you cause to a product (including its packaging) while in your possession.

We are not able to accept the return of any products which do not comply with these conditions. Incomplete products will be deemed not to have been validly returned and may be sent back to you at your own expense.

If the product is returned within 45 days of the date of receipt and you have complied with the above conditions, you will be entitled to a full refund of the original purchase price.

You may not under any circumstances resell any products purchased from us, whether through the website or any other means.

### Damages and issues

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.

### Refunds

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process and post the refund too.

## InvisiHear Refund Policy

Thank you for choosing InvisiHear for your custom hearing aid needs. We pride ourselves on delivering top-notch, personalized hearing solutions. We understand that sometimes products may not meet your expectations. With that in mind, we've established the following refund policy to ensure your satisfaction.

1. **Lead Time:** Please allow an average order lead time of 21 days from the date we receive your impression to the time the custom hearing aids are shipped to you. This allows us to craft the perfect fit tailored specifically to your needs.
2. **45-Day Return Window:** From the date you receive your InvisiHear custom hearing aids, you have a 45-day window to evaluate them. If for any reason you're not completely satisfied, you may return them within this period.
3. **Restocking Fee:** There is a \$100 restocking fee for all returned hearing aids. This fee helps cover the costs associated with processing returns and ensuring our products remain at the highest quality.
4. **Return Condition:** Products must be returned in their original condition, including all accessories, documentation, and packaging materials. Damaged or incomplete returns may be subject to additional fees or may not qualify for a refund.
5. **Initiating a Return:** To start the return process, please contact our Customer Service team
  - a. By sending an email to [invisihear@blaidshearing.com](mailto:invisihear@blaidshearing.com) or calling us (202) 932 6636 along with information about your order as well as reason for return
  - b. Our support team will revert within 24 hours confirming your return along with the return address.
  - c. The return should be made at customers' own expense using a reliable shipping company.
  - d. The package should be sent back in its original packaging.
6. **Refund Processing:** Once we receive your returned product and confirm its condition, we will process your refund, minus the \$50 restocking fee. Refunds will be credited back to the original payment method within 5-7 business days.
7. **Exceptions :** Customizations made to the hearing aids post-receipt or any damages caused by misuse, neglect, or accidents are not covered by this policy and may not qualify for a refund.
8. **Feedback** ❤️: While not required, we appreciate any feedback on why the product didn't meet your expectations. Your insights help us continuously improve.
9. **Support & Adjustments:** If you experience any issues or need adjustments made to your hearing aids, please reach out to our support team before considering a return. We're dedicated to ensuring your satisfaction and may be able to provide solutions that address your concerns.
10. Thank you for trusting InvisiHear. We value your business and are committed to ensuring you have a positive experience with our products.

This policy is subject to change without notice. Please refer to our website or contact our Customer Service team for the most up-to-date version.