**RxHearing Aids, Inc**

**Returns and Refund Policy**

Please note that returns for devices purchased ONLINE or IN-STORE through our partnership with any retailer or partner must be returned in accordance with such retailer or partner’s specific online or in-store returns policy. Returns for devices purchased ONLINE directly from www.RxHearing.com through this website only, must be returned in a secure package (box) to the following address:

**RxHearing Aids 22089 US HWY 19N Clearwater, FL 33765**

Partners or retailers will only be able to process returns for devices purchased at their stores (physical). This Return and Refund Policy is applicable to all one-time purchases and Subscriptions made through this website, and excludes in-store purchases and/or through a retailer or partner. We recommend that you use your hearing aid(s) for a trial period of three weeks for you to properly adjust to the new hearing aid(s). This trial period is not compulsory and if you are not satisfied with your purchase you can return your hearing aid(s) at any time within 30-days from the date of receipt for a full refund on the purchase price of the hearing aids or Subscription fees. Please note that in order to qualify for a full refund, all additional accessories, charging case and charging cable included with the purchase need to be returned along with your hearing aids.

THE 30-DAY TRIAL PERIOD IS ONLY APPLICABLE ONCE PER DEVICE MODEL. YOU WILL ONLY BE REFUNDED ONCE FOR EACH TYPE OF HEARING AID YOU WISH TO RETURN, NO RETURNS WILL BE MADE FOR CREDIT. YOU WILL NOT BE PERMITTED TO TRIAL AND RETURN THE SAME DEVICE MODEL MULTIPLE TIMES WITH THE GOAL OF CONTINUED USE OF THE DEVICES WITHOUT PAYMENT OR ANY OTHER FRAUDULENT USE THROUGH A ONE-TIME PURCHASE.

We do not accept any liability for any loss or damage of your hearing aid(s) that may result from the return shipping process. We highly recommend that you purchase additional shipping insurance when returning your hearing aid(s). To be eligible for a refund, you will be required to send the hearing aid(s) and all accessories received in the initial packaging back to us and provide the tracking number of the package within 7 (seven) days of logging your call with us. Once we have received the devices together with all the accessories and have confirmed that they are eligible for a return, we will process your full refund. Please note that you will only be refunded once for each type of hearing aid you wish to return, and it may not be returned for credit.

For your hearing aid(s) to be eligible for return and a refund: It must be returned in working order with everything that was included in the original packaging (including the charging case), together with all accessories, instructions and documentation. Your hearing aid(s) 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 loss or damage you cause to a product (including its packaging) while in your possession. The package will need to be returned to the correct address as provided above.

We are not able to accept the return of any products which do not comply with these conditions. If the product is returned within 30-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 or Subscription fee. Any refunds shall be affected in the same manner in which your payment was made.

Depending on where you purchase your hearing aids, the 30-day trial period may differ and, if applicable, be subject to retailer-specific restrictions. If you have purchased your hearing aids through the one-time payment and wish to return your hearing aids, you may return your hearing aids (and where applicable accessories), but no refund for any portion of the payment will be given. If you have Subscribed and wish to cancel your Subscription after the initial 30-day trial, you may return your hearing aids (and where applicable all accessories) after the 30-day trial, but no refund for any portion of your Subscription fees to date, or the one-time start-up payment will be given.

If you return the hearing aids after the 30-days have lapsed you will not be refunded but your Subscription will be canceled and you will not be charged any further Subscription payments, however, you will be liable to pay an early termination fee for early termination of your Subscription and return your hearing aid(s) and accessories. We reserve the right to charge a replacement fee for any accessories not returned.

Please contact us to arrange a Return: 1.888.818.1388 or [support@rxhearing.com](mailto:support@rxhearing.com)