Terms and conditions

In adherence to the Consumer Protection Act 2012, Bhutan, the terms and conditions providedfor hearing aid customers are as follows:

Hearing aids (HA) serve as aids and are not complete replacements for normal ears. HAs are available in various types to address different degrees of hearing loss, functioning either through battery operation or rechargeable mechanisms.

Warranty terms:

The warranty covers:

- Inherent (Mechanical) failures of the device within the **WARRANTY PERIOD** withoutexternal part /water damage
- Fluctuating output or insufficient loudness in the device
- The devices found defective during the warranty will be either repaired or replaced by the center on free of charges
- Postal charges on the mentioned defects (mechanical failure and reduced/fluctuating output for the devices to be repaired during the warranty period will be borne by the service center

The warranty does not cover:

- Damage occurring after the warranty period has expired.
- Damage to the battery door, ear hook, cords, ear tips, microphone, or receiver caused bythe wearer.
- Any type of water damage (rain, water, sweat)
- Damaged parts & postal services to be borne by the consumer after the warranty period

Miscellaneous:

- Available device options based on the hearing loss are explained to the client.
- Reprogramming charges are applicable after one month from the date of purchase.
- Reprogramming within the first month is provided free of charge.

This T & C are in line with the Consumer Protection Act 2012, Bhutan, which outlines several implied guarantees regarding the supply of goods and services, including guarantees of title, acceptable quality, repairs and spare parts availability, as well as rights to refund or replacement in case of rejection of goods. Additionally, it mandates guarantees of reasonable care and skill, fitness for a particular purpose, and completion within a reasonable time for services provided to consumers.

(Note: Users are advised to remove the battery from the device when not in use to preserve battery life and to dispose off used batteries in a special recycling bin or return to the center for the proper disposal (CSR).

Date: Signature:

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