

1 Money Back Guarantee

1.1 Directly from HP Licensee

If you change your mind about your purchase, we offer a money-back guarantee (from the time of delivery) on all new Products and a return policy on Remanufacture items.

This is in addition to applicable statutory consumer guarantees. Please refer to our Warranty Policy for information about our warranty.

We will provide a refund for the cost of the Product, not including any shipping charges, provided you return the Product in new condition and with the original casing and packaging and proof of purchase.

New Product Purchases:

- You have sixty (60) days from the date of purchase in accordance with our medical device products' 60-Day Money Back Guarantee Policy. Returned products must be in new condition with the original packaging and accessories.

Remanufactured Product Purchases:

- You have thirty (30) days from the date of purchase in accordance with our refurbished medical device products' 30-Day Money Back Guarantee Policy. Returned products must be in the same condition as the received condition with the original packaging and accessories.

Products, including HP Hearing PRO, purchased through a retailer will be subject to that retailer's return policies and customers will need to contact the retailer directly to arrange a return for a change of mind.

Gift Purchase: If the item you have purchased is not suitable for the gift recipient the Money Back Guarantee still applies.

The gift recipient or original purchaser can initiate the refund process. You can create a new return request following the below steps.

The refund will be credited to the original card or account used to purchase the gift. It cannot be given to the gift recipient.

Follow these steps to obtain a refund for a Product purchased from our Site in accordance with this return policy:

- a) To initiate a return, please fill out our return form. We will send you a Return Material Authorization (RMA) number and a pre-printed shipping label. An RMA is only valid for 14 days after issuance.
- b) Pack the Product in its original packaging and mail it in a sturdy box to ensure the product will be returned without damage. Be sure to include the RMA number in the packaging. The Product(s) you are returning is your responsibility until reaching our returns center. We recommend you retain the proof of postage for your records.
- c) Once the Product is received and verified, you will receive a confirmation email with the details of your refund.
- d) Your refund will equal your order total, plus any sales tax paid, minus shipping charges or a 5% restocking fee in the case of items where no shipping has been charged.

1.2 Other than HP Licensee

If you purchased your product anywhere other than www.hphearingpro.com, you must return it to the original place of purchase for a refund or exchange, observing their return/exchange and money-back policies.