



Prairie Labs, Inc. Company Policies & Procedures

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Payment Policies

Prairie Labs, Inc. standard terms are cash with orders. To obtain an open account, a Credit Application must be completed and returned to Prairie Labs for approval. Until credit is established, orders may be shipped C.O.D or with payment by check or credit card. All new accounts are issued an account number. All charges acquired in a calendar month are due and payable by the 15th of the next month. Past due balances will incur a 1.5% finance charge per month (18% annually). Cash with orders: Will receive a 5% discount (new production aids only). Prairie Labs accepts Visa, Master Card and Discover.

Warranty

All-make repairs: Limited warranty covers the repair of the hearing aid for parts and labor for the indicated period of time, paid for by the licensed hearing aid dispenser. This warranty will not cover malfunctions which are due to negligence or misuse of the hearing aid. This does not cover the cosmetic and the physical imperfections of the hearing aid. Digital Programmable and Digital Non-Programmable circuitry maybe assessed a fee for the initial repair or during the warranty period if the circuit fails and must be replaced.

New hearing aids are warrantied against defects in materials and workmanship for a period of one year from the original invoice date. Prairie Labs, Inc. will re-shell custom new production aids, (if it is due to a change in fit or discomfort), at no cost, for a period of one year from the date of the original invoice. Any re-shells of new production aids after one year, shall be subject to a charge.

Loss & Damage

New hearing instruments include a one year warranty including loss and damage; a two year warranty including loss and damage may be purchased within 60 days of the original invoice date. **When filing a claim for a lost instrument there will be a processing fee.** Digital Programmable and Digital Non-Programmable (except Revolution) aids are \$80, Revolution (RIC) aids are \$99 and Conventional (Analog) aids are \$30. A notarized statement from the patient explaining the incident of loss must accompany the replacement order. Prairie Labs, Inc. will replace or repair a lost or damaged instrument **one time only**. If the original lost hearing instrument is found, it becomes the property of Prairie Labs, Inc. and must be returned to Prairie Labs, Inc. The original aid has no warranty as it was transferred to the replacement aid at the time the claim for loss was filed. Replacement aids are not eligible for return for credit. (Please note: all hearing aids purchased prior to April 1st, 2007 will be subject to previous loss and damage policy.)

Returns

Should a fitting prove unsatisfactory, return the hearing aid within 60 days of the original invoice (original shipping date) for a full credit to your account, (no cash refunds will be allowed). Any dispenser exceeding the national average will be notified of a restocking fee of thirty dollars. (This credit may only be used towards the purchase of new hearing aids).

Private Labeling

If you prefer your own name on our hearing aids, we could also provide this service to you. Simply send us a letter mentioning the name you would like to use along with a check for \$120.00 (your name maybe printed in black). Your hearing aids will be sent to you with your own private label on the shell (instruction booklet and presentation case, which normally carry our name and label will be sent to you with no name or logo on them). Initially, it may take a couple of weeks for the private labels to be printed, so please plan ahead.

*Policies & Procedures are subject to change at anytime without notice.