



STANDARD TERMS AND CONDITIONS AGREEMENT

WARRANTY

Hearing aid electronic components

Signia provides a two-year electronic components warranty on all digital hearing aids and CROS transmitters from the date of invoice, which includes cover for amplifier circuitry, microphones, and receivers. Any problem arising during this time must be reported to Signia and the aid(s) returned for repair or exchange.

The warranty covers issues arising from manufacturing defects or normal hearing aid use. Water damage, excessive cerumen contamination or defects caused because of improper use are not covered. Improper use will be defined at the full discretion of Signia. External components considered defective must be returned to Signia referencing the serial number of the original aid to ensure continued warranty cover.

Hearing aid casings and shells

Signia provides a two-year warranty on all casings and shells for hearing aids and CROS transmitters and includes moving parts such as battery doors/battery covers. The warranty covers any manufacturing defects or problems arising during normal hearing aid use. Any defect caused by improper use is not covered. Water damage, excessive cerumen contamination or defects caused because of improper use are not covered. External components considered defective must be returned to Signia. External components cannot be replaced under warranty unless the serial number of the associated hearing aid is provided.

Remote control, chargers & streaming devices

Signia provides a 12-month warranty on all remote control, chargers, and streaming devices. The warranty covers any issues arising from manufacturing defects. Water damage or defects caused because of improper use are not covered.

Wax guards and microphone covers

Wax guards and covers are not covered under warranty, as these items are considered to be consumable items. Wax guards are available to be purchased separately.

Unauthorised repair

Unauthorised, unqualified, or third-party repair work immediately renders any warranty cover invalid.



SERVICE OPTIONS

Out of warranty repairs

Signia offers a fixed-rate repair service for hearing aids outside of the warranty period. Components replaced are guaranteed against any manufacturing or material defect arising within 6 months of repair. Where the hearing instrument is no longer viable to repair (for example, due to age or in the incidence of extreme damage or safety to the end-user), we reserve the right to return the instrument as beyond economical repair, offer an upgrade service or an equivalent product at list price.

All hearing aids returned outside of warranty will be liable to the 'fixed repair' charges.

This includes the cost of re-shelling due to damage or shell remake outside of the returns policy - plus all mounting blocks, hinges, covers and locking components.

Please contact our customer services team for further details and pricing.

EXTENDED WARRANTY COVERAGE

All hearing aids come with a standard 2-year warranty. Additional warranties can be purchased at the point of order. Please contact our customer services team for further details.

EXCHANGE & RETURN POLICY

Signia will accept any CIC, ITE, RIC or BTE device for exchange or return up to 90 days from the date of the original invoice, provided that the device is returned in good working condition, has not been subject to internal or external customisation (other than the fitting), has not been exposed to excessive 'wear and tear', and is in its original packaging with all accessories.

Signia will remake custom shells for ITE/CIC and custom tips as required to achieve a perfect fit for up to a maximum of 3 months after the original invoice date.

Signia will accept any remote control or hearing aid accessory for exchange or return up to 90 days after the date of original invoice, provided that the device is returned in good working condition, has not been subject to customisation (other than matching to aid), has not been exposed to any superficial damage, scuffing or excessive 'wear and tear', unauthorised, unqualified, or third-party repair work, and is in its original packaging with accessories.



Custom ear-tips and accessories including earwear, spares, batteries, and bundled components such as battery doors are not eligible for return under this policy, and should only be returned under customers' statutory rights, clearly stating the defect observed.

All items sent to Signia for exchange/return outside these conditions will not be accepted and will be returned to the customer.

TERMS OF PAYMENT

Payment terms are net. 30 days from the date of invoice unless another period is agreed in writing. Overdue accounts may have orders withheld at the discretion of Signia. Payment will be accepted by bank transfer, debit card or credit card (excluding American Express). Unless otherwise agreed in writing, the price payable for 'the goods' shall be at the prevailing list price - from the date of dispatch. All prices are subject to VAT at the prevailing rate at the time of dispatch.

SHIPPING AND HANDLING CHARGES

Orders placed for hearing aids will receive a free standard shipping service.

Further shipping options may be available, please contact our Customer Services team for further details and pricing.