



Policies for Business Associates

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REPAIR POLICY FOR HEARING AIDS

Below mentioned repair categories includes 15% (Fifteen percent) of Dealer Margin:

- **Category 1: Products with MRP less than INR 25,000**

- ▶ INR 1,999 : 06 months warranty
- ▶ INR 2,499 : 12 months warranty

- **Category 2: Products with MRP between INR 25,001 & INR 1 Lakh**

- ▶ INR 2,999 : 06 months warranty
- ▶ INR 4,699 : 12 months warranty

- **Category 3: Products with MRP greater than INR 1 Lakh**

- ▶ INR 5,199 : 06 months warranty
- ▶ INR 6,999 : 12 months warranty

- **Custom Hearing Aids (CIC, ITC, ITE & IIC):** Above charges are inclusive of GST.
- **Standard Hearing Aids (RIC, RIC R & BTE):** Replacement device will be issued and hence Nil GST.
- Out of Warranty Hearing Aids sent for repair should be accompanied with the Repair Form along with the mention of WARRANTY opted for. In case, the same is not specified, then **06 Months Warranty** shall be initiated as default option without any additional communication to the Dealers.
- INR 750+12% Taxes for Pulling Thread, Battery Door, Ear Hook, Switch Cover and Mic Cover only.
- INR 3,250 + 18% Taxes with 12 months warranty will be charged for RIC Receiver with Physical Damage. One-year warranty shall be applicable for Receiver only.
- Re-shelling charges will be INR 2,000 + 12% Taxes. For Custom Rechargeable re-shelling charges will be INR 7,500 + 12% Taxes.

- **Consolidated Products** (*Refer below table*):
 - ▶ **In Warranty Products:** If received for repair, suitable product replacement will be done as per below table.
 - ▶ **Out of Warranty Products:** If received for repair, will be charged with respective charges & suitable product replacement will be done as per below table.

- **For the meaning and purposes of this consolidation process:**
 - ▶ Consolidated Product(s) shall include only Standard Hearing Aids and not Custom Hearing Aids.
 - ▶ Replacement given shall be of the same form-factor as that of the consolidated form-factor and the replaced device can not be reversed back to the old device.

CONSOLIDATED PRODUCT	REPLACED PRODUCT
Destiny BTE 13 / K 2000 Series / DaVinci PSP 13 / E-2 BTE 312 & 13 / Dp7 BTE	Aries Pro 13
Destiny BTE 675 / K 2000 SSP / DaVinci PXP 675 / Dp8 BTE	Aries Pro 675
E Series 3 / Xino 20** / Ignite 20	3 SERIES 20
S Series 5 / Xino 30** / Ignite 30	3 SERIES 30
S Series 7, 7iQ / Xino 70** / X Series 70	3 SERIES 70
S Series 9, 9iQ / Xino 90** / X Series 90	3 SERIES 90
S Series 11, 11iQ / Xino 110** / X Series 110	3 SERIES 110
IGNITE i20 / i30	Z SERIES i20 / i30
Xino Tinnitus 20 / 30 / 90	Z SERIES i20 / i30 / i90

**Xino RIC 10 will be replaced with 3 Series RIC 312.

- ▶ The Company shall be under no liability in respect of any defect arising from willful damage, fair wear and tear, negligence, abnormal working conditions, failure to follow the Company's instruction[s] (whether oral or written, express or implied), misuse or alteration or repair of the Product[s] without the Company's approval.

- ▶ Any kind of damage caused by the Dealer and/or end-user deliberately or because of failure to follow the Company's instruction[s] (whether oral or written, express or implied), misuse or alteration or repair of the Product[s], shall lead to immediate rescinding of the Company warranty policy. Thereafter, repair of any such device will not be covered under “repair charges” and will be treated as a physical damage.

- This repair policy supersedes all previous repair policies and is subject to change as per the discretion of Starkey.
 - This repair policy is applicable for hearing aids dispensed on/after Jan 01, 2015.

REPAIR POLICY FOR ACCESSORIES

2.4GHz Wireless Accessory	Charges** (INR)
<i>TV Streamer</i>	4,499 + 18% Taxes
<i>Remote Microphone +</i>	4,499 + 18% Taxes
<i>Mini Remote Microphone</i>	3,499 + 18% Taxes
<i>Remote</i>	3,499 + 18% Taxes
<i>Table Microphone</i>	14,999 + 18% Taxes
900MHz Wireless Accessory	
<i>Surflink Remote</i>	3,499 + 18% Taxes
<i>Surflink Mini Mobile</i>	11,499 + 18% Taxes
<i>Surflink Media 2</i>	14,999 + 18% Taxes
<i>Surflink Mobile 2</i>	14,999 + 18% Taxes
Charger	
<i>SHT Charger</i>	4,499 + 18% Taxes
<i>SHT Custom Charger</i>	4,499 + 18% Taxes
<i>SHT Mini Turbo Charger</i>	1,699 + 18% Taxes

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- Warranty Period: 12 Months
- Includes 15% Dealer margin
- Above mentioned charges does not cover physical damage cases.

DEALER PRICE FOR NEW CHARGERS

- Below mention are the Dealer price for the New Chargers:

Charger	Amount (INR)
<i>SHT Charger</i>	6,499 + 18% Taxes
<i>SHT Custom Charger</i>	6,499 + 18% Taxes
<i>SHT Mini Turbo Charger</i>	3,999 + 18% Taxes

RETURN POLICY FOR HEARING AIDS & ACCESSORIES

- In case of Standard Products (BTE, BTE R, RIC, RIC R), credit note will be issued for the full value, if returned within 90 days from the invoice date.
- In case of Custom Products (IIC, CIC, ITC, ITE, ITC R, ITE R), if returned within 90 days from the invoice date, below mentioned return charges will be levied after issuing credit note for full value.
 - ▶ Non-Wireless Hearing Aids: INR 2,500*
 - ▶ Wireless & IIC Hearing Aids: INR 5,000*
 - ▶ Custom Rechargeable Hearing Aids: INR 7,500*
- Any hearing aid received after 90 days, but before 180 days, credit note will be issued subject to a deduction of 25% of the original invoice value.
- No credit note will be issued after 180 days.
- Products should be returned along with complete packaging, else INR 500* will be charged.

PATIENT CHANGE POLICY

- Charges of INR 2,000* will be levied per device. For custom rechargeable charges of INR 7,500* will be levied.
- **In Warranty Product:** Warranty of the hearing aid remains the same as that of original product.
- **Out of Warranty Product :** Warranty extension charges will be levied in addition to above mentioned charges.
- Hearing Aid model & form factor shall remain unchanged.

EAR CHANGE POLICY

- Non-Wireless Hearing Aids: INR 3,500*
- Wireless & IIC Hearing Aids: INR 6,000*
- Custom Rechargeable Hearing Aids: INR 8,500*
- **In Warranty Product:** Warranty of the hearing aid remains the same as that of original product.
- **Out of Warranty Product:** Warranty extension charges will be levied in addition to above mention charges.
- Hearing Aid model & form factor shall remain unchanged.

CONSIGNMENT POLICY

- “**CONSIGNMENT / TRIAL HEARING AID**” consist of units issued on returnable basis.
- Period for “hearing aids on consignment” will be maximum of 45 days from the date of dispatch and will be auto invoiced on 60th day.
- Consignment / Trial hearing aids will be shipped without packaging.
- Accessories will not be dispatched on consignment.

CONSUMABLES

DESCRIPTION	Dealer Price INR (Incl. of Taxes)
Cotton Dam (Pack of 20)	250
Ear Light	1,650
Ear Light Tip	200
Impression Material 250 ML + 250 ML	2,950
Impression Syringe	2,950
Listening Stethoscope	750
Pre-bent Tube (PACK OF 25)	500
Programming Boot, EACH	500
Programming Cable Left	1,500
Programming Cable Right	1,500
Programming IIC Flex Strip	1,000
RIC Receiver Measuring Tool	125
Surflink Programmer (For 900 MHz)	29,500
Trulink Programmer (For 2.4 GHz)	4,130

INTERNET/ONLINE SALES POLICY

Hearing aids are medical devices, as such they need to be prescribed and fitted by a trained and qualified professional. Buying a hearing aid without an initial face-to-face consultation, professional fitting, and subsequent follow-ups could result in a patient purchasing an ineffective hearing instrument may lead to further hearing damage.

Additionally, the consultation includes an examination which can highlight serious ear health conditions. For these reasons:

- Starkey strictly prohibits sale of Hearing Aids through Internet Retailers and shall rescind their agreement as soon as they are apprised of such sale made/supported by a Dealer.
- Starkey Hearing aids should not be sold/dispensed through any e-commerce platform whether in or outside India by a Dealer/re-seller/institution/Company or any other party in any capacity whatsoever.
- Any default by the Dealer will give all rights to the Company to suspend or terminate your account with immediate effect. Additionally, the Dealer shall be subjected to strict legal action by the Company.
- The Warranty Policy furnished by Starkey, shall cease to exist as soon as an Authorised Dealer sells or facilitates directly or indirectly the sale of Starkey Hearing Aids through any e-commerce websites or online portal. Thereafter, the Authorised Dealer responsible for such sale/purchase/repair, shall be responsible for any claims or liabilities that arises out of such purchase/repair.
- The Dealer shall indemnify and hold the Company harmless towards any liability accrued due to such sale.

OTHER POLICY

- Starkey deals only through its Authorized Dealer network. Any Dealer having established an active account with Starkey shall be defined as an “Authorized Dealer”.
- The Dealer shall not sub-contract/assign in whole or part, any benefit or obligation that forms a part of the Agreement between the Dealer and Starkey.
- The Warranty Policy furnished by Starkey, shall cease to exist as soon as a Starkey hearing aid is sold to/purchased or repaired through, any third-party Unauthorised Dealer/Dispenser. Thereafter, the Authorized Dealer responsible for such sale/purchase/repair, shall be responsible for any claims or liabilities that arises out of such purchase/repair. The Dealer shall indemnify and hold the Company harmless towards any liability accrued due to such sale.
- Starkey India shall not be liable or obligated to the Authorized Dealers or any third party in any manner due to any use of the products by the end-users without the instructions and supervision of Audiologists and/or other qualified technical experts familiar with the use of the products.
- The Dealer is not authorized to assume, on the Company's behalf any liabilities in connection with the Starkey Products other than the ones specifically set forth in the Company warranty policy. The Dealer shall indemnify and hold the Company harmless with respect to any Dealer's representation beyond the ones mentioned in the Company's warranty.
- Starkey may, in its sole discretion and without notice, discontinue the sale of any of it's Products at any time. Starkey shall remain liable for the after sales service of such Products for a period of five [5] years from the date of its manufacture. However, to replace the discontinued Products with its successor versions shall be the absolute discretion of the Company.

PAYMENT TERMS

- The Company shall raise an invoice for every supply made to the Dealer which may have a credit period of 30 days.
- The Company at intervals may determine Dealer's credit sanctions and may be required to provide audited financial statements, Bank credit rating reports or equivalent
- In case of delayed payments, the Company reserves the right to levy interest to the tune of two percent **[2%]** compounded monthly until the date of actual and complete payment against such invoice.

CASH DISCOUNT POLICY

The Dealer may avail cash discount at two percent **[2%]** of **invoice value** if paid within 10 days of invoice date, provided no previous invoice payments are unsettled or open for payments. Cash discounts will not be applicable on invoices raised under any promotional offers/campaigns/bulk purchases.

CHEQUE BOUNCING POLICY

Dishonor of cheque will be considered a critical violation of business policy between a Dealer and Starkey. For every instance of cheque bounce, the Company shall immediately raise a debit note of INR 1,000/- towards bank charges and may proceed to initiate legal proceedings with the competent court, if the Dealer fails to pay the cheque amount with 15 days from the dishonor of the cheque.



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