

Shipping & Warranty Policy

Shipping domestic within US is Free

International shipping will be charged based on location and shipping service chosen by the customer

Return shipping for the product needs to be paid by the buyer

What is covered by this warranty?

Blaid's LLC (referred as "Blaid's") warrants its hardware products against defects in materials and workmanship when used normally in accordance with Blaid's guidelines for a period of Two (2) Years from the date of Delivery to the customer. Blaid's published guidelines include but are not limited to information contained in technical specifications, user manuals and service communications.

Support Email – support@blaid's.com

Support phone – (202)-932-6636

Snapshot of Warranty and Risk-Free Trial provided by Blaid's LLC

- Manufacturer's Warranty – 2 Years
- Follow up care – 3 years
- Risk free trial – 45 days
- Loss Replacement period – 2 years (\$99 each Hearing Aid)
- Model Upgrade – Upgrade to any model with same number of DSP channels for \$99 each Hearing Aid

Loss Replacement and Model Upgrade Options

Blaid's is committed to providing peace of mind for your hearing aid investment. As part of our 2-Year Warranty Policy, the following benefits are available:

Loss Replacement:

Customers are eligible for one loss replacement per hearing aid during the 2-year warranty period. A replacement fee of \$99 per hearing aid will apply. To qualify, customers must notify Blaid's Support within 14 days of realizing the loss and complete the required documentation. Blaid's reserves the right to replace the hearing aid with the same model or an equivalent model at its discretion.

Model Upgrade:

Customers may upgrade their hearing aid model to a newer model with the same number of DSP channels for a fee of \$99 per hearing aid during the 2-year warranty period. Upgrades must be requested through Blaid's Support, and the hearing aid being upgraded must be returned in

working condition. Customers are responsible for any additional fees associated with shipping and handling.

Warranty Conditions

The warranty provides protection against defects in materials and workmanship under the following conditions:

Coverage Period:

The warranty is valid for 2 years from the date of purchase.

What is Covered:

Repairs or replacements for hearing aids with manufacturing defects. Loss replacement (as outlined above). One-time model upgrade (as outlined above).

Claim Process:

Customers must provide proof of purchase to initiate a warranty claim. Blaid's reserves the right to inspect the hearing aids to determine eligibility for repair, replacement, or upgrade. Shipping fees for warranty claims may apply unless otherwise specified.

Shipping and Handling:

Customers are responsible for the cost of shipping their hearing aids to Blaid's for warranty claims, upgrades, or replacement requests. Blaid's will cover the cost of return shipping for approved claims.

How to Initiate a Warranty Claim?

To initiate a warranty claim, loss replacement, or model upgrade, please contact Blaid's Support at support@blaid's.com or by calling (202) 932 6636. A representative will guide you through the process and provide any required forms or documentation.

Important Note:

This warranty policy is non-transferable and applies only to the original purchaser. Blaid's reserves the right to amend the terms and conditions of this warranty policy at its sole discretion.

For further questions, please contact Blaid's Support at support@blaid's.com

All product warranties and service guarantees are in effect from the date of the purchase delivery. The effective date of the product warranty on the replacement unit is the same as that of the original unit. Product warranty does not cover lost or stolen hearing aids.

Blaid's may require that you return the defective device before sending you a replacement. You must ensure that the correct device is returned to Blaid's to receive a replacement unit. If Blaid's provides you with an advanced replacement (at its discretion) device before we receive your defective device, and you do not return the defective device within the time communicated to you

in notification emails, you authorize Blaid's to charge your original form of payment for the full value of the replacement device.

What is not Covered by Warranty?

Blaid's is not responsible for damage arising from failure to follow instructions relating to the Blaid's Product's use. Blaid's does not guarantee that the hardware product will function error-free or uninterrupted. To the extent permitted by law, these warranties are exclusive and there are no other express or implied warranties or conditions, including warranties or conditions of merchantability and fitness for a particular purpose and warranties against hidden or latent defects. If Blaid's cannot lawfully disclaim statutory or implied warranties then to the extent permitted by law, all such warranties shall be limited in duration to the duration of this express warranty and to repair or replacement service as determined by Blaid's in its sole discretion.

Except as provided in this warranty and to the extent permitted by law, Blaid's is not responsible for direct, special, incidental or consequential damages resulting from any breach of warranty or condition, or under any other legal theory, including but not limited to loss of use; loss of revenue; loss of actual or anticipated profits (including loss of profits on contracts); loss of the use of money; loss of anticipated savings; loss of business; loss of opportunity; loss of goodwill; loss of reputation; loss of, damage to or corruption of data; or any indirect or consequential loss or damage howsoever caused including the replacement of equipment and property, any costs of recovering, programming, or reproducing any program stored or used with Blaid's products.

No unauthorized Blaid's reseller, agent, or employee cannot make any modification, extension or addition to this warranty.

This Warranty does not apply: (a) to consumable parts, such as batteries or protective coatings that are designed to diminish over time, unless failure has occurred due to a defect in materials or workmanship; (b) to cosmetic damage, including but not limited to scratches, dents and broken plastic on ports unless failure has occurred due to a defect in materials or workmanship; (c) to damage caused by use with a third party component or product that does not meet the Blaid's specifications; (d) to damage caused by accident, abuse, misuse, fire, liquid contact, earthquake or other external cause; (e) to damage caused by operating the Blaid's hearing aid outside published guidelines; (f) to damage caused by service (including upgrades and expansions) performed by anyone who is not a representative of Blaid's; (g) to a Blaid's Product that has been modified to alter functionality or capability without the written permission of Blaid's; (h) to defects caused by normal wear and tear or otherwise due to the normal aging of the Blaid's Product.

Your Responsibilities

You must notify Blaid's of any program warranty deficiency within 2 years after delivery to avail manufacturers warranty. Blaid's also warrants those services ordered will be provided in a professional manner consistent with industry standards.

You must use standard hearing aid batteries with model number 312 from reputed brands like Duracell or Energizer. Blaid's will not be responsible for any damage whatsoever caused by use of a faulty or bad quality batteries.

Before receiving warranty service, Blaid's or its agents may require that you furnish proof of purchase details, respond to questions designed to assist with diagnosing potential issues and follow Blaid's procedures for obtaining warranty service.

During warranty service, Blaid's and its agents are not responsible for any loss of custom settings on the device.

Following warranty service, your Blaid's Product or a replacement product will be returned to you as your Blaid's Product was configured when originally purchased, subject to applicable updates. Blaid's may install system software updates as part of warranty service that will prevent the Blaid's Product from reverting to an earlier version of the system software.

Important: Do not open or tamper with your Blaid's Product. Tampering with the Blaid's Product may cause damage that is not covered by this warranty. Only authorized personnel should perform service on the Blaid's Product.