

Customer Billing Policy

Product Orders, Exchanges, Returns & Replacements



Equipment Replacement and Product Orders

Warranty replacements shipped within 72 hours
2nd day air for FREE!

1. If a product malfunctions, please contact your MED-EL Customer Service Representative at 888-633-3524. Our Customer Service Representative will check the warranty or service contract status. If the product in question is covered under warranty or a service contract, it will be replaced at **no charge**.
2. Your Customer Service Representative will issue a Return Authorization (RA). You will receive your replacement equipment with an RA form, packaging materials and a prepaid return label to return the broken equipment.
3. Simply complete the RA form and return it with the broken product using the envelope and label included within 30 days. It is important that you use the label provided for tracking purposes. If you fail to return the broken product within 30 days, you will be responsible for the cost of the replacement part and you will not be eligible to receive additional replacement parts or repairs until the RA is resolved.
4. If the malfunctioning product is not under warranty or a service contract, your Customer Service Representative will assist you with placing an order for replacement product.

Do not return any merchandise without authorization from MED-EL Corporation.
A Return Authorization must accompany all returning items.

All Orders must be prepaid

We accept MasterCard, VISA, Discover, American Express, Flexible/Health Savings Account card or make checks or money orders payable to:
MED-EL Corporation.

Returned checks are subject to a \$25.00 fee.

Shipping

Ground	(3-5 business days)	\$9.00
2 Day Air	(2 business days)	\$13.00
Overnight	(next day)	\$25.00
First Overnight	(by 8:00 am)	Actual Cost*
Saturday Delivery		Actual Cost*

**Cost to be determined at time of shipment.*

Orders are processed and shipped within 3-5 business days upon receipt of payment or insurance approval.

Returns and Exchanges

Should you need to exchange or return a product, MED-EL's Return and Exchange Policy is outlined below:

- If the item is unused, unopened, and within 90 days of the date of purchase, MED-EL will exchange the item for the same item or similar item at the same price.
- If the item is unused, unopened and returned to MED-EL, a full refund will be issued, minus the cost of shipping. Refunds due to customers will be issued upon MED-EL's receipt of returned product.
- MED-EL cannot exchange or refund any item that is opened and/or used.
- If an item from a patient kit is unused, unopened and within 90 days of activation date, MED-EL will exchange the item for the same product or similar product of equal or lesser value.

Warranty & Service Contracts

Please refer to MED-EL's Product Warranty & Service Contract Options notice outlining warranty and service contract coverage options for your cochlear implant system (implant and patient kit).

If a product malfunctions, please contact MED-EL Customer Service at 888-633-3524. Our Customer Service Representative will check the warranty and service contract status and if the product is covered, it will be replaced at no charge.

If your audio processor malfunctions and is no longer covered under warranty or service contract it can be repaired for a fee of \$500. Payment of the repair fee will include a 6-month warranty for the audio processor.

Reimbursement/Insurance Services and Support

MED-EL is committed to providing you and your cochlear implant center with information and support to navigate the health insurance process. We realize that the health insurance process may seem complex. For this reason, MED-EL offers individual insurance support. We provide Reimbursement Support Services to patients and clinics.

MED-EL will need required insurance information on file for all insurance claim filing. Please provide copies of your current insurance cards along with MED-EL's Patient Information & Insurance Intake Form. Contact our Reimbursement Service Support Team at 888-633-3524 for help getting started. Our Reimbursement Service Representative will verify if all required information has been received.

Expedite your order by providing:

- Copy of current insurance card
- Intake Form
- Letter of Medical Necessity

Patient Financial Responsibility Statement

MED-EL will file insurance claims for equipment orders on behalf of our patients to Medicare, select Medicaid programs, Tricare and commercial insurers (special circumstances apply). Patients are responsible for all co-payments, deductibles, non-covered equipment and orders for which insurer denies benefits.

Medicare

MED-EL will file a Medicare claim on your behalf for the purchase of supplies and/or repairs for your cochlear implant equipment. No up-front payment may be required provided MED-EL has the most current copies of insurance cards on file; though customers are responsible for any deductible, co-pay and/or coinsurance amounts due at the time the order is placed.

Medicaid

MED-EL does not require payment upfront for medically necessary supplies in which we are a participating provider. In order to provide the best support to you, MED-EL continues to enroll as a participating provider in additional states. Please contact us with questions regarding state Medicaid enrollment.

Commercial Insurance

Contact our Reimbursement Service Support Team at 888-633-3524 for participation status with your commercial insurance plan.

Pre-authorization and/or a letter of medical necessity signed by your physician may be required for orders.