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We're here to help!



Support is available for you

Dear Valued Partner,

During these challenging times, Oticon is taking every step to provide you with the support and products you need to help your patients and your practice.

There are several changes we've made to help you get through the weeks ahead.

First, we have changed our product warranty and coverage policies

To help with patients who cannot get into your office, we have temporarily updated our warranty and hearing aid terms.

- **Trial periods and Return for Credit privileges** can be extended 60 days past the initial 90 days.
- **Warranties** can be extended 60 days past the current expiration date.
- **Loss and Damage coverage** will be extended 60 days past the current expiration date.

Please call Customer Service at **800.526.3921** so we can update our records.

Second, we have changed our product repair and support

Our goal is to provide you with convenient and effective options to address your repairs.

Already submitted repair

- For orders that are currently in house, please contact us to provide the new shipping address if you would like us to send the repair directly to your patient.
- Repaired instruments can be sent directly to your patients if we have user settings.
- If we cannot retrieve user settings from the instrument in for service, we will contact you to obtain them.

New repairs

- For any new repair orders being sent in, be sure to include the user settings and shipping address with the order.
- For assistance with digitally exporting the user settings, please contact Audiology Technical Support at **855.400.9762**.

Patient repairs direct to Oticon

- If you have a patient who needs to send in their repair directly to us, we can work with you and your patient to accommodate this request. Please email **audiology@oticonusa.com** for assistance with this process.

Please contact Customer Service at **800.526.3921** if you will be temporarily closing your practice.

We can either update the shipping address on your in-house orders or hold them based on your direction.

We want to do everything we can to help you continue to support your patients and their hearing care needs during this difficult time.



To prevent mailbox filters from deleting your Oticon, Inc. email communications, please add **marketing@us.oticon.info** to your address book. To [unsubscribe](#) or update your mailing preferences, you must use **this link**. Replies to this email will not be received.

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