

Returns and Refund Policy

Please note that returns for devices purchased ONLINE or IN-STORE through our partnership with any retailer or partner must be returned in accordance with such retailer or partner's specific online or in-store returns policy.

Returns for devices purchased ONLINE directly from www.lexiehearing.com through this website only, must be returned to the following address:

For **Lexie Lumen** hearing aids: 1712 Sycamore Road, DeKalb, Illinois, 60115;

For **Lexie B1, B2 or B2 Plus** Powered by Bose hearing aids: 678 Mendelssohn Ave N, Golden Valley, MN 55427.

Partners or retailers will only be able to process returns for devices purchased online or at their stores (physical).

This Return and Refund Policy is applicable to all one-time purchases and Subscriptions purchased prior to 12 October 2023, made through this website, and excludes in-store purchases and/or through a retailer or partner.

We recommend that you use your hearing aid(s) for a trial period of three weeks for you to properly adjust to the new hearing aid(s). This trial period is not compulsory and if you are not satisfied with your purchase you can return your hearing aid(s) at any time within 45 days from the date of receipt for a full refund on the purchase price of the hearing aids or Subscription fees (including the refund of the start-up payment) (minus any shipping costs, discounts or coupons redeemed on purchase). The 45-day trial period varies depending on where you buy your hearing aids and, if applicable, is subject to retailer-specific conditions.

If applicable, within the 45-day trial period:

Depending on where you purchase your hearing aids, the 45-day trial period may differ and, if applicable, be subject to retailer-specific restrictions available on the retailer's website.

Please note that in order to qualify for a full refund, all additional accessories, carry case, charging case, charging cable or 'free gifts' included with the purchase need to be returned along with your hearing aids.

THE 45-DAY TRIAL PERIOD IS ONLY APPLICABLE ONCE PER DEVICE MODEL. YOU WILL ONLY BE REFUNDED ONCE FOR EACH TYPE OF HEARING AID YOU WISH TO RETURN, NO RETURNS WILL BE MADE FOR CREDIT.

YOU WILL NOT BE PERMITTED TO TRIAL AND RETURN THE SAME DEVICE MODEL MULTIPLE TIMES WITH THE GOAL OF CONTINUED USE OF THE DEVICES WITHOUT PAYMENT OR ANY OTHER FRAUDULENT USE EITHER THROUGH A ONE-TIME PURCHASE OR SUBSCRIPTION.

Please note that we include a USPS return label with your hearing aids, however any loss or damage of your hearing aid(s) incurred during the returns process will be for your own account and responsibility. This USPS return label will only be valid for three (3) months from your purchase date. We do not accept any liability for any loss or damage of your hearing aid(s) that may result from the return shipping process. We highly recommend that you purchase additional shipping insurance when returning your hearing aid(s).

If you misplaced your USPS return label, you can contact our Hearing Hub™ to issue a new label. We reserve the right to charge the replacement value thereof against your card used for the initial payments, unless indicated otherwise.

To qualify for the above refund, you will need to log a call with our Hearing Hub™ at any time before, but no later than 5pm (ET) on the 45th day after receipt. You will thereafter receive an email explaining our returns process.

The USPS return label number MUST be included on the return package. To be eligible for a refund, you will be required to send the hearing aid(s) and all accessories received in the initial packaging back to us and provide the tracking number of the package within 7 (seven) days of logging your call with us. Once we have received the devices together with all the accessories and have confirmed that they are eligible for a return, we will process your full refund.

Again, please note that you will only be refunded once for each type of hearing aid you wish to return, and it may not be returned for credit.

For your hearing aid(s) to be eligible for return and a refund:

- It must be returned in working order with everything that was included in the original packaging (including the carry case), together with all accessories, free gifts, instructions and documentation (if any).
- Your hearing aid(s) must not be damaged, scratched, or soiled. Please treat products and packaging with reasonable care while in your possession. Nothing herein detracts from any right we may have to hold you liable for any loss or damage you cause to a product (including its packaging) while in your possession.
- The USPS return label number issued to you must be accurately and clearly reflected on the package that is returned.
- The package will need to be returned to the correct address as provided by us.

Where you have purchased/received accessories and do not return them with your hearing aid(s), you will not be eligible for a full refund. We reserve the right to charge a replacement fee for any accessories not returned after a request from hearX. The replacement fee will be processed against your credit card/FSA/HSA card. You will have 7 (seven) days to return the accessories after the notice or provide us with the tracking number.

We are not able to accept the return of any products which do not comply with these conditions. Products returned without a valid USPS return label number will be deemed not to have been validly returned and may be sent back to you at your own expense.

If the product is returned within 45-days of the date of receipt and you have complied with the above conditions you will be entitled to a full refund of the original purchase price or Subscription fee. Any refunds shall be affected in the same manner in which your payment was made (i.e. by processing the refund against your credit card/FSA/HSA card).

All Lexie Rewards points (where applicable if the customer had opted into the loyalty program) will be forfeited on the return of the hearing aids.

After the 45-day trial period:

Depending on where you purchase your hearing aids, the 45-day trial period may differ and, if applicable, be subject to retailer-specific restrictions available on the retailer's website.

If you have purchased your hearing aids through the one-time payment and wish to return your hearing aids, you may return your hearing aids (and where applicable accessories), but no refund for any portion of the payment will be given.

If you have Subscribed prior to 12 October 2023 and wish to cancel your Subscription after the initial 45-day trial, you may return your hearing aids (and where applicable all accessories) after the 45-day trial, but no refund for any portion of your Subscription fees to date, or the one-time start-up payment will be given. If you return the hearing aids after the 45-days have lapsed you will not be refunded but your Subscription will be canceled and you will not be charged any further Subscription payments, however, you will be liable to pay an early termination fee for early termination of your Subscription and return your hearing aid(s) and accessories. We reserve the right to charge a replacement fee for any accessories not returned.

If you elect to cancel your Subscription prior to the end of the 24-month period, we will charge a fee for the early termination. The early termination fee amount will be equivalent to one month of your Subscription fee (excluding any shipping costs, discounts or coupons redeemed on purchase). By terminating before the expiration date, you agree to be bound by these Terms and Conditions for a period of 12 months after termination and that the early termination fee is reasonable. Please contact us to arrange for cancellation and early termination. Note that you will need to return the hearing aids and all unused accessories.

Any customer who purchased the Lexie Lumen hearing aids on or after 26 July 2022 will be liable to pay the early termination fee upon return.

Please note that all shipping costs or any other costs incurred for the return of your hearing aid(s) will be for your own account, and any loss or damage of your hearing aid(s) incurred during the returns process will be for your own account and responsibility. We do not accept any liability for any loss or damage of your hearing aid(s) that may result from the return shipping process. We highly recommend that you purchase additional shipping insurance when returning your hearing aid(s).

If you have signed up for a Subscription you may not under any circumstances resell, or attempt to resell, the hearing aid devices.

Note that in the event that you return your hearing aid(s), your access to and your value from the Rewards program will immediately cease and you will lose all accumulated points up until that point, and the points will become worthless and unable to be redeemed for any value.

In the event that we receive incorrect items from you, we will contact you to arrange for the return thereof. Please note that return shipping will be for your own account. If we are unable to obtain confirmation from you for the return of the incorrect items within seven (7) days of our receipt thereof, you hereby expressly agree that we are authorized to dispose of such incorrect items on your behalf.

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