

Sonic Alert & Geemarc limited warranty Policy

Sonic Alert signaling Products: Sonic Alert products (except Sonic Boom Alarm clocks not including SB1000 model) are warranted against manufacturing defects in materials and workmanship for a period of five (5) years from date of purchase. Within this period Sonic Alert will repair or replace at our option your product without charge for parts or labor. Sonic Alert reserves the right to replace discontinued products with a similar like product if customer's product is no longer available. Simply send your product (postage paid) and a copy of your sales receipt as proof of purchase to the address obtained with your RA number.

Sonic Boom Alarm Clocks: Sonic Boom Alarm Clocks (except Sonic Boom SB1000 model) are warranted against manufacturing defects in materials and workmanship for a period of one (1) year from date of purchase. Within this period Sonic Alert will repair or replace at our option your product without charge for parts or labor. Sonic Alert reserves the right to replace discontinued products with a similar like product if customer's product is no longer available. Simply send your product (postage paid) and a copy of your sales receipt as proof of purchase to the address obtained with your RA number.

Geemarc Products: Geemarc Products are warranted against manufacturing defects in materials and workmanship for a period of one (1) year from date of purchase. Within this period Sonic Alert will repair or replace at our option your product without charge for parts or labor. Sonic Alert reserves the right to replace discontinued products with a similar like product if customer's product is no longer available. Simply send your product (postage paid) and a copy of your sales receipt as proof of purchase to the address obtained with your RA number.

Warranty Return Request Information, Sonic Alert and Geemarc Products

In Canada: To obtain warranty service for Sonic Alert and Geemarc products please contact our customer service department at the following phone number or e-mail.

Hall Telecommunications: Telephone 1-800-265-2667 e-mail custserv@halltel.com We can be reached Monday thru Friday 8:30 a.m. to 5 p.m. Eastern Time.

In the USA: To obtain warranty service for Sonic Alert and Geemarc products please contact our customer service department at the following phone number or e-mail.

We can be reached Monday thru Friday 8 a.m. to 5 p.m. Central time.

Telephone: 1 (888)-864-2446 Toll Free or e-mail: RMA@sonicalert.info

Please note: You will need to obtain a RA (Return Authorization) number from one of our Customer Service Representatives before returning any product to us for a warranty request. You

must return your product within 10 days after you receive the return authorization from the customer service department.

Sonic Alert and Geemarc do not warrant and are not responsible for damages caused by misuse, abuse, accidents, acts of God or unauthorized service of parts.

Please call or e-mail our trained customer service staff. They have been trained and are familiar with our products. Their goal is to correct the problem over the phone so you don't have to return anything. Once you obtain your RA (return authorization) number, please provide the following information so that we can process your return fast and efficiently.

- You will need your proof-of-purchase indicating the model number of product being returned, and the date of purchase.
- Your Bill-to address and Ship-to address.
- Your Day time Telephone number and e-mail if available.
- Contact name or names
- Clearly mark on the outside of the box and on your note the RA number.

Please explain the reason for the return, and description of problem. Please accurately describe the problem you're having so that we can trace the problem easily, and return your product fast.

Return Shipping: Please use the original packaging if possible, or pack your product in a sturdy box with sufficient packing material to prevent damage. A shipping address will be provided for the warranty facility for your product once you obtain an RA number.

Out of warranty Repair Policy: Contact the following and ask the Customer Service person for details on the repair of your product. Telephone: 1 (888)-864-2446 Toll Free or e-mail: RMA@sonicalert.info

Damage during shipment is the responsibility of the carrier; all claims should be made directly with the carrier.

FocusEar Return / Exchange Policy

At Sonic Alert, customer satisfaction is our main goal; we promise that we will do everything possible to ensure that you are completely satisfied with your new FocusEar by Sonic Alert purchase. Our Customer Service specialists will work with you one on one to resolve any issue and ensure that your experience with Sonic Alert is a positive one.

45 Day Trial

Your satisfaction is guaranteed. If you are not satisfied with your FocusEar by Sonic Alert, you have 45 days from the date of purchase to return it. The reason for this long trial period is that medical studies have shown that it takes approximately 3-4 weeks for someone to get used to the sounds of a new hearing device (even ones costing thousands of dollars!). If after trying them for 21 days you don't feel that the FocusEar by Sonic Alert is the best value you may return them.

You will receive a FULL REFUND of the purchase price. Return requests prior to trying the FocusEar by Sonic Alert for 21 days will incur a ten percent restocking fee. You will need a Return Merchandise Authorization (RMA) number prior to returning any products. Contact us at: 248-577-5400.

Items must be returned in like-new condition with original packaging, warranties and instructions.

How to return or exchange my Sonic Alert purchase

Please contact our Customer Service to receive a RMA number. Please ship your return within (10) days of the date that you were issued the RMA. To obtain an RMA number please call 248-577-5400.

1. Please contact our Customer Service to receive a RMA number. Please ship your return within (10) days of the date that you were issued the RMA. To obtain an RMA number please call 248-577-5400.
2. Place your FocusEar by Sonic Alert product in a shipping box with original packaging along with copy of the sales receipt.
3. Please write the RMA number on the outside of the shipping box near your return address.
4. Ship the fully insured item(s) to:

FocusEar by Sonic Alert
Attn: Returns
5415 Lake Howell Rd., Suite 124
Winter Park, FL 32792

1 Year Manufacturer's Defect Warranty

FocusEar by Sonic Alert is guaranteed to be free from manufacturing defects for a period of 1 year from the date of purchase.

What does it cover?

All parts defective in material and workmanship. This 1 year warranty does not cover a defect that has resulted from improper or unreasonable use, poor maintenance, excessive moisture or ear wax.

No Fault 5 Year Warranty

You read that right! At Sonic Alert we understand that accidents do happen. As a courtesy and added service to our customers for 5 years after the purchase of your PAL we will provide a replacement at a 40% discount

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.