

## 30-Day Money Back Guarantee

### **Nuheara's 30-Day Money Back Guarantee only applies to products purchased directly from Nuheara via our website [www.nuheara.com](http://www.nuheara.com)**

This policy **DOES NOT** apply if you have purchased your product from another vendor. Please note that the vendor's return/exchange/money-back policies will apply.

If you purchased your product directly from Nuheara, please contact the Nuheara IQcare Team at [care@nuheara.com](mailto:care@nuheara.com) for assistance with any problems you may be having with your product. Most issues can be resolved by speaking to a member of our friendly customer care team. However, if you have decided that the product is not right for you, you may exercise your option of using the 30-day Money Back Guarantee. You will be required to return the product to Nuheara in new condition with the original packaging and proof of purchase within 30 days of the date of delivery.

### **IQbuds<sup>2</sup> MAX + Oto Tinnitus App Bundle**

In the case where you have purchased the IQbuds<sup>2</sup> MAX + Oto Tinnitus bundle, you have 30 days to return the IQbuds<sup>2</sup> MAX to Nuheara. After returning the IQbuds<sup>2</sup> MAX to Nuheara, you can continue to use the Oto Tinnitus App for the remainder of the 12-month subscription.

Nuheara's 30-Day Money Back Guarantee also applies to gift purchases. Either the gift recipient or the original purchaser can initiate the refund process. The refund will be made via the payment method used for the original purchase of the gift. The refund cannot be credited to the gift recipient.

Nuheara will provide a refund for the cost of the product, not including any shipping charges. The refund will be made via the payment method used for the original purchase.

### **Return and Refund Process**

- a) The Nuheara IQcare Team will provide you with a Return Material Authorization (RMA) number and guide you through the [30-Day Money Back Guarantee](#) return and refund process.
- b) To initiate a return, please fill out our return form. We will send you a Return Material Authorization (RMA) number and a pre-printed shipping label. An RMA is only valid for 14 days after issuance.
- c) Pack the product in its original packaging and mail it in a sturdy box to ensure the product will be returned without damage. Be sure to include the RMA number in the packaging. The product(s) you are returning is your responsibility until it reaches our returns centre. We recommend that you retain the proof of postage for your records.
- d) Once the product is received and verified, you will receive a confirmation email with the details of your refund.
- e) Your refund will equal your order total, plus any sales tax paid, minus shipping charges or a 5% restocking fee in the case of items where no shipping has been charged.