

Cochlear™ Nucleus® 8 Sound Processor 90 Day Exchange Form

Cochlear offers a 90-day trial period for Nucleus® Sound Processor upgrades. During the 90 days, a recipient can return or exchange open or unopened upgrade kits for the same or newer generation sound processor and sound processor components.

PLEASE FILL OUT ALL FIELDS UNLESS INDICATED OTHERWISE.

01 Patient Information

Name: _____

Email: _____

Phone: _____

Address: _____

Adult Child Date of Birth: _____

Guardian Name (if child): _____

Gender: Male Female Non-binary Prefer not to say

Preferred Language: English French

Additional comments (if needed): _____

02 Clinic Information

CPN CLINIC

Clinic Name: _____

Clinic Email: _____

Audiologist Name: _____

Ship to: _____

Shipping instructions: _____

03 Sound Processor You are Exchanging for Nucleus® 8 Sound Processor

Opened Unopened

Nucleus® 7 Sound Processor Kanso® 2 Sound Processor

Serial Number: _____

04 Nucleus 8 Sound Processor Options

Select one for each item below. Magnet strength will match the sound processor being exchanged.

Sound Processor Color:

Black Grey Silver
 White Sand Brown

Slimline Integrated Coil Color:

Black Grey Silver
 White Sand Brown

Slimline Integrated Coil Cable Length:

(2" recommended)

2" (6cm) 3" (8cm) 4" (11cm) 10" (25cm)

Earhook Size (pack of three):

Small (Tamper Resistant) Small
Medium Large

05 Accessory and Component Exchange

Only complete this section if you need to exchange your Nucleus 7 or Kanso 2 Sound Processor specific accessory selection.

Individual accessories or components are not available for return. Open or unopened individual components can be exchanged for a different color, strength or length within 90 days from shipment. Recipients who change sound processor type can also exchange accessories that are only compatible with the new device.

Accessory To Be Returned:

Nucleus 7 Rechargeable Battery
 Nucleus 7 Disposable Battery
 Nucleus 7 Aqua +
 Kanso 2 Aqua +
 Kanso 2 Portable Charger

Nucleus 8 Accessory Choice:

Nucleus 8 Power Extend Rechargeable Battery
 Nucleus 8 Aqua+

The Mini Microphone 2+, TV Streamer, Phone Clip and CR310 Remote Control are all compatible with the Nucleus 8 Sound Processor so no exchange is needed.

All sound processors will ship Ready-to-Wear unless otherwise indicated

Do not include Ready-to-Wear programming option

06 Submit Form

Email completed order form to customer@cochlear.com

Policy:

Return and Exchange Policy: 90-Day Trial Period. 90 days to exchange unopened accessories.

Warranty: 90-Day Exchange assumes the original 3-year warranty on upgrades.

Cochlear offers a 90-day trial period for Nucleus and Bone Conduction sound processor upgrades. During the 90 days, a recipient can return or exchange open or unopened upgrade kits for the same or newer generation sound processor and sound processor components.

Individual accessories or components are not available for return.

Open or unopened individual components can be exchanged for a different color, strength or length within 90 days from shipment.

Recipients who change sound processor type can also exchange accessories that are only compatible with the new device.

The Nucleus 8 Sound Processor with the Aqua+ is water resistant to level IP68 of the International Standard IEC60529. This water protection only applies when you use the Aqua+ and rechargeable batteries. Not compatible with the acoustic component. The Aqua+ magnet strength will be the same as magnet strength selected above. Compact Aqua+ sleeve must be used with compact rechargeable battery.

For compatibility information visit www.cochlear.com/compatibility.

For more information on terms and conditions, please visit www.cochlear.com/us/upgrade.

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Patient Name: _____

