



Eargo Warranty Details Effective October 9, 2024

At the time of original purchase, Eargo provides an original warranty on all hearing devices and chargers purchased from Eargo and authorized third party distributors. Eargo 7 and Eargo 7-Rx include a two-year original warranty while Eargo SE, Eargo SE-Rx, Link by Eargo and Eargo 6 include a one-year original warranty. The original warranty for Eargo 7, Eargo 7-Rx, Eargo 6, Eargo SE and Eargo SE-Rx covers unlimited repairs and one-time loss/damage coverage per unit. The original warranty for Link by Eargo covers unlimited repairs. Eargo 7, Eargo 6, Eargo SE and Link by Eargo in-warranty repairs are no charge to the consumer. Eargo will replace an in-warranty lost or damaged Eargo 7 or Eargo 6 hearing device or charger for \$395 each, and an in-warranty lost or damaged Eargo SE hearing device or charger for \$295 each. The Eargo warranty begins on the date that the new system is received by the customer.

Repair or Exchange of a Product

Within Warranty: Eargo 7, Eargo 6, Eargo SE and Link by Eargo

Customers must contact Eargo at the phone number below to initiate the repair or exchange of a damaged device and/or charger under warranty. Eargo will provide a return label for the customer to send the damaged device, charger or system to Eargo. Subject to the exclusions below, Eargo will, at no cost to the customer, inspect the damaged device, charger or system and repair or exchange the in-warranty device, charger or system with a new or refurbished unit at Eargo's sole discretion. The original warranty period remains in effect for the repaired or exchanged component/s.

Out of Warranty: Eargo 7, Eargo 6 and Eargo SE

Customers must contact Eargo at the phone number below to initiate the repair or exchange of a damaged device or charger out of warranty. Eargo will provide a return label for the customer to send to the damaged device and/or charger to Eargo.

Eargo will inspect the damaged device and repair or replace the damaged device, at Eargo's sole discretion, for \$395 per Eargo 6 or Eargo 7 device or \$295 per Eargo SE device. If replaced, Eargo may replace the damaged device with a new or refurbished device at Eargo's sole discretion. Eargo will provide a one-year repair warranty on the replaced device, beginning on the date that the replacement device was delivered to the client.

Eargo will replace an Eargo 7 or Eargo 6 charger with a new or refurbished charger for \$395, or an Eargo SE charger for \$295. Eargo will provide a one-year repair warranty on the replacement charger, beginning on the date that the replacement was delivered to the client.

Eargo 7-Rx and Eargo SE-Rx

Customers must contact their healthcare provider to initiate the repair or exchange of within warranty or out of warranty hearing device/s and chargers.

Eargo does not guarantee repair or replacement for older, out-of-warranty device models that are no longer in production, such as Eargo Neo HiFi or Eargo 5. Customers with these older devices may contact Eargo to discuss options

Exclusions from Warranty Repair Coverage

Eargo 6, Eargo 7 and Eargo 7-Rx

- Devices purchased from unauthorized distributors (including eBay) are not covered by this or any other Eargo warranty.
- Damage from improper handling or care, exposure to chemicals, prolonged immersion in water, or undue stress.
- Damage caused by third parties or non-authorized service centers are excluded from this repair policy.

Eargo SE, Eargo SE-Rx and Link by Eargo

- Devices purchased from unauthorized distributors (including eBay) are not covered by this or any other Eargo warranty.
- Damage from improper handling or care, exposure to chemicals, any immersion in water, or undue stress.
- Damage caused by third parties or non-authorized service centers are excluded from this repair policy.

Damage from Earwax

Eargo will repair or exchange any Eargo device damaged by earwax buildup no more than three (3) times for the same Eargo system (e.g., 3 times for devices in the same purchased Eargo 6 system). Eargo will repair or exchange an Eargo device damaged by earwax for a third time only after a thorough quality review of the device. This exclusion will not apply to repairs or exchanges of Eargo devices for any reason other than damage to the device from earwax buildup. Each separately purchased system will have separate attribution of this exclusion (e.g., if customer purchased Eargo 6 and later purchases Eargo 7, both systems will have 3 earwax repair or exchange opportunities under this exclusion).

Timely Return of Damaged Devices under Warranty

Eargo 7, Eargo 6, Eargo SE and Link by Eargo customers must return damaged devices to Eargo within 14 days of receipt of a return label from Eargo. Failure to return damaged devices within the 14 day return period will exclude the customer from future warranty repairs or replacements.

Replacement under the Loss and Damage Policy: Eargo 7, Eargo 6 and Eargo SE

During the original warranty period, Eargo will replace each hearing device and charger no more than one time for loss or damage not related to normal use. Eargo reserves the right to inspect hearing instruments and chargers to determine if the Loss and Damage Policy is applicable.

Eargo will replace a lost or damaged Eargo 7 or 6 hearing device or charger for \$395 each, and a lost or damaged Eargo SE hearing device or charger for \$295 each. Please note that claims under the Loss and Damage Policy on the hearing device(s) or charger are a one-time occurrence per unit. When either hearing device or the charger is replaced under the Loss and Damage Policy, the Loss and Damage Policy expires for that unit. For example, if the right hearing device is lost and replaced under the Loss and Damage Policy, the Loss and Damage Policy expires for the right device but remains in effect for the left hearing device and charger. For any loss and damage claim, the repair warranty remains in effect on the lost or damaged unit from the date that the original Eargo system was received by the client.

Replacement under the Loss and Damage Policy: Eargo 7-Rx and Eargo SE-Rx

Customers must contact their healthcare provider regarding any lost or damaged device.

Loss or Damage during the 45-day Right to Return Period for Eargo 7, Eargo 6 and Eargo SE Devices Purchased Directly from Eargo

If one or both hearing devices or charger are lost or damaged beyond normal use during the 45-day right to return period, the system can be returned for a refund, less a \$395 replacement fee per Eargo 7 or 6 unit or \$295 replacement fee per Eargo SE unit. For example, if only the Eargo 7 charger were lost or damaged, the refund would include a deduction for the replacement fee of \$395. If both Eargo 7 hearing devices were lost or damaged, the refund would include a deduction for a replacement fee of \$790 (\$395 x 2 units).

If both hearing devices and the charger are lost or damaged beyond normal use during the 45-day right to return period, the system cannot be returned or replaced.

If the devices are purchased from a third party distributor, the customer will need to refer to the third party distributor's return and loss and damage policies.

For customers that apply an insurance benefit towards the purchase of the devices, this policy will apply to the extent the policy does not conflict with applicable federal and state laws and regulations or the insurance company's policies and procedures.

Please contact Eargo at 1-800-615-9000 to discuss your Eargo system's warranty, repair, or replacement.