



Eargo Limited Warranty
Effective February 24, 2025

This Limited Warranty covers eligible products and purchases from February 24, 2025, through the effective date of the next version of the Eargo Warranty.

At the time of original purchase, Eargo provides an original limited warranty on all hearing devices and chargers purchased from Eargo and authorized third-party distributors. Eargo does not provide any warranties on hearing devices and chargers purchased from unauthorized distributors and seller or reseller platforms (including, but not limited to, eBay).

The original Eargo Limited Warranty begins on the date that the eligible product is delivered; for those who purchase from authorized third-party distributors in person and do not require shipment of product, that date is deemed to be the date of purchase. Please refer to the chart below for headline details on your original Eargo warranty and refer to the sections labelled below for additional details, including limitations, exclusions, and fees. Chargers that are shipped as part of a system are covered by the warranty period of such system; individual chargers separately purchased are covered by the applicable warranty period set forth below.

Warranty Table				
Product	Original Warranty Period	<u>In-Warranty Repair</u>	<u>In-Warranty One-Time Loss</u>	<u>Out-of-Warranty Replacement</u>
Eargo 7	2 years	No additional charge	\$395 per unit	\$395 per unit
Eargo 6	1 year	No additional charge	\$395 per unit	\$395 per unit
Eargo SE	1 year	No additional charge	\$295 per unit	\$295 per unit
Eargo 7-Rx	2 years	Contact your provider	Contact your provider	Contact your provider
Eargo SE-Rx	1 year	Contact your provider	Contact your provider	Contact your provider
Link by Eargo	1 year	No additional charge	X	X
Separately Purchased Chargers	1 year	No additional charge	X	X
<u>Eargo Care</u>	+1 year*	No additional charge	N/A	N/A
* <u>Eargo Care</u> adds one year to the original warranty period. See additional details about <u>Eargo Care</u> below.				

The details listed in the table above are subject to the limitations and exclusions set forth below. In this Limited Warranty, Eargo defines a “unit” as each individual hearing device (*i.e.*, left or right hearing aid) or charger. Eargo defines a “system” as the units included in your original purchase – meaning the two hearing aids and charger together.

1. Exclusions from Warranty Coverage

This Limited Warranty does not cover products purchased from unauthorized distributors and seller or reseller platforms (including, but not limited to, eBay).

This Limited Warranty does not cover any damage arising from a failure to operate the product within its intended uses or otherwise to follow the user’s manual and safety instructions relating to the product’s use and installation, including, but not limited to, issues, damage, malfunction, and/or failure related to:

- a. Improper handling or care, abuse or misuse, including, but not limited to, exposure to chemicals;

- b. Prolonged immersion in water (for Eargo 6, Eargo 7, and Eargo 7-Rx hearing aids only), any immersion in water (for Eargo SE, Eargo SE-Rx, and LINK by Eargo hearing aids only);
- c. Earwax build-up due to poor maintenance;
- d. Use of parts or supplies not sold or authorized by Eargo;
- e. Servicing not authorized or performed by Eargo or an Eargo authorized service partner;
- f. Computer or internet viruses, bugs, worms, or Trojan Horses;
- g. Modifications of or to any part of the product, including “rooting” or other modifications to control the behavior of the product or any factory-installed operating system; or
- h. Consumable parts, components, and/or accessories that are subject to wear and tear, including, without limitation, USB cords, microphone caps, ear tips, modular plugs, or adaptors.

2. Repair Policy

a. In-Warranty Repair

This section describes the limited warranty providing for repair or exchange at no additional charge (the “Repair Warranty”); this limited warranty applies to hearing devices or chargers that are (1) within their applicable warranty period and (2) indicate defects in materials and workmanship when used normally. Eargo is not responsible for, and this Limited Warranty does not cover, any damage arising from a failure to operate the product within its intended uses or otherwise to follow the user’s manual and safety instructions relating to the product’s use and installation. Please refer to the section above titled “Exclusions from Warranty Coverage” for additional information and to the Warranty Table at the beginning of this Limited Warranty for detail regarding the applicable warranty period.

Customers must contact Eargo at **1-866-761-1752** to initiate the repair or exchange of a damaged hearing device and/or charger that is within warranty. Eargo will provide a return label for the customer to send the damaged product to Eargo. Subject to the exclusions and limitations in this Limited Warranty, Eargo will, at no cost to the customer, inspect the damaged product and repair or exchange the qualifying product with a new or refurbished at Eargo’s sole discretion, for no additional out-of-pocket cost to the qualified customer, as set forth in the Warranty Table. The original warranty period remains in effect for the repaired or exchanged component(s).

Eargo customers must send in-warranty units for exchange to Eargo within 30 days of receipt of a return label from Eargo. Failure to send such units for exchange within the 30-day period will exclude the customer from future warranty repairs or exchanges.

Damage, devices, or chargers that are excluded from warranty, as detailed above in the section titled “Exclusions from Warranty Coverage”, are not eligible for in-warranty repair or any other warranty coverage.

b. Out-of-Warranty Replacement

If your hearing aid system or charger is no longer within its original warranty period or any verified extended warranty period, repairs or replacements relating to defects in materials and workmanship when used normally may still be initiated for a period of two years from the expiration of such warranty period pursuant to the instructions and subject to the fees and limitations set forth in this Limited Warranty. Please refer to the section above titled “Exclusions from Warranty Coverage” for additional information and to the Warranty Table at the beginning of this Limited Warranty for detail regarding eligibility and any applicable fees.

Customers must contact Eargo at **1-866-761-1752** to initiate the replacement of a hearing device or charger that is out of its warranty period. Subject to the exclusions and limitations in this Limited Warranty, Eargo will replace the qualifying product with a new or refurbished unit at Eargo’s sole discretion, for the applicable fees set forth in the Warranty Table. Eargo will provide a one-year

limited Repair Warranty on the replaced unit, beginning on the date that the replacement product is delivered.

Damage, devices, or chargers that are excluded from warranty, as detailed above in the section titled “Exclusions from Warranty Coverage”, are not eligible for this out-of-warranty replacement or any other warranty coverage.

c. Discontinued Device Policy

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

3. One-Time Loss

a. Loss Policy During the Original Warranty Period

During the original warranty period, Eargo will replace each lost hearing device or charger up to one time per unit, subject to the fees set forth in this Limited Warranty (the “Loss Policy”). Please refer to the Warranty Table at the beginning of this Limited Warranty for detail regarding eligibility and any applicable fees.

When either hearing device or charger is replaced under the Loss Policy, the Loss Policy expires for that unit.

Illustrative Example: If the right hearing device is lost and replaced under the Loss Policy, the Loss Policy expires for the right hearing device but remains in effect for the left hearing device and for the charger.

For any claim under the Loss Policy, the original limited Repair Warranty remains in effect on the lost or damaged unit from the date that the originally purchased Eargo system was delivered to the customer. Please refer to the Warranty Table at the beginning of this Limited Warranty for detail regarding eligibility and any applicable fees.

Customers must contact Eargo at **1-866-761-1752** to initiate a replacement under the Loss Policy.

b. Loss Policy During the Right-to-Return Period

If one or both hearing devices or the charger are lost during the right-to-return period, the Loss Policy applies, and the eligible system can be returned for a refund, less applicable fees per lost unit. If both hearing devices and the charger are lost or damaged beyond normal use during the right-to-return period, the system cannot be returned. Please refer to the Warranty Table at the beginning of this Limited Warranty for detail regarding eligibility and any applicable fees.

Illustrative Examples:

- If only the Eargo 7 charger is lost, the refund would include a deduction for the replacement fee of \$395 for the lost charger.
- If both Eargo 7 hearing aids are lost, the refund would include a deduction for a replacement fee of \$790 (\$395 x 2 units).
- If both Eargo 7 hearing aids as well as the charger are lost, the system cannot be returned.

If the system is purchased from an authorized third-party distributor, the customer will need to refer to the third-party distributor’s policies for any returns.

4. Rx Products

Customers who purchased any of Eargo's Rx products must contact their healthcare provider regarding the repair, exchange or replacement of in-warranty or out-of-warranty hearing device(s) and chargers or any lost device(s) or chargers.

5. Insurance Benefits Applied to Purchase

For customers who applied an insurance benefit toward the purchase of an Eargo product, this Limited Warranty will apply to the extent the Limited Warranty does not conflict with applicable federal and state laws and regulations or your insurance plan's policies and procedures.

6. Eargo Care

Some Eargo products are eligible for the purchase of Eargo Care during the 45-day right-to-return period. Eargo Care extends the Original Warranty Period for the product by one year.

Illustrative Example: If Eargo Care is purchased for an Eargo SE system, the Original Warranty Period for the Eargo SE system is extended from 1 year to 2 years. With Eargo Care, the In-Warranty Repair and One-Time Loss policies apply to the Eargo SE system for 2 years. The Out-of-Warranty Replacement policy applies to the Eargo SE system after the 2-year Original Warranty Period expires.

If an Eargo system is returned for credit, any Eargo Care purchased for that system is also deemed returned and will be refunded to the original purchaser.

Please contact Eargo at 1-866-761-1752 to discuss warranty service for your Eargo product.