

To **Customer Service, Australia & New Zealand**
Freecall **1800 620 929**
Facsimile **1800 005 215**
Email **customerservice@cochlear.com**

Cochlear Limited
1 University Avenue
Macquarie University NSW 2109



Customer Purchase Return and Exchange Form

AUSTRALIA and NEW ZEALAND

Cochlear aims to provide you with a safe and simple online experience. That is why, when you purchase a product online and want to return it, we are happy to exchange your product or refund you the amount paid for your product, provided you follow our online returns policy (below).

RETURNING PRODUCT	WHAT IS OUR ONLINE RETURN POLICY?
<ol style="list-style-type: none">Contact Cochlear Customer Service on 1800 620 929 or email customerservice@cochlear.com.Simply fill in and enclose this form with the product you wish to exchange/return.Ship it back to us at: Returns Department - Cochlear Warehouse Cochlear Ltd 1 University Avenue Macquarie University NSW 2109 <p>Once we accept the delivery of your product, we will send out a confirmation email outlining that the product has been received as well as confirmation on the refund or exchange requested.</p> <p>Note: You can use the label on your delivery and returns note, enclosed with your Good(s).</p>	<ol style="list-style-type: none">All returns must be received within 30 days of dispatch.Replacement products will only be shipped after the returned item has been received.Return requests must include this completed form, together with the product being returned in original condition (including packaging/ labels and accompanying documentation/manuals).The customer must cover the postage costs in returning the product to Cochlear*.In-clinic purchases cannot be returned for a refund or exchange to us. Please contact your clinic directly.

Name	<input type="text"/>	Order Number	<input type="text"/>
Phone Number	<input type="text"/>	Order Date	<input type="text"/>
Address	<input type="text"/>	Email	<input type="text"/>
	<input type="text"/>		
	<input type="text"/>		

Item Description	Part Number	Request Code	Reason Code

Request Codes: 1. Refund 2. Exchange (like for like product only)	Reason Codes: 1. Faulty 2. Wrong item ordered 3. Not compatible 4. Other (please provide a reason)
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*Please ensure you comply with your local shipping regulations for return of goods.