

EMAIL: Remake or Supply Orders to [emtech@emtech-labs.com](mailto:emtech@emtech-labs.com)  
Impression Scans and attached order forms to [orders@emtech-labs.com](mailto:orders@emtech-labs.com)

MAIL: using our preprinted 1st Class or Courier label  
FAX: 540-265-9164



1-800-336-5719  
[www.emtech-labs.com](http://www.emtech-labs.com)

If we cannot be reached by phone, please leave a **detailed** voicemail or email [emtech@emtech-labs.com](mailto:emtech@emtech-labs.com).  
Include your name & patient name, your account number, and your reason for calling. *Thank you!*

**Please fill out order form entirely.**

**Failure to do so may cause delays.**

Changes may be made without calling

## 1 Account Information:

Bill to Acct # \_\_\_\_\_  
Bill to Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Ship To Address: (if different from above)  
Ship to Client \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Contact \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

PO# \_\_\_\_\_

Date Sent \_\_\_\_\_ Date Req. \_\_\_\_\_

2 New Order      Remake Order

3 **Shipping:** We ship by the same method received unless otherwise specified. All orders are subject to additional charges for shipping.

First Class      Overnight      2<sup>nd</sup> Day

**RUSH: Ships within 24 hrs. of day received, \$16.00/ear**

**Return Impressions      Digital Scan**

## 4 Warranties:

Loss & Damage, 1 yr., \$15.00 per ear (1 time per yr.)  
Baby Warranty, remakes for 1 year as needed for growth, \$37.00 per ear

**See our Website for full Description**

AU = BOTH  
FREQUENCY (Hz)

	250	500	1K	2K	3K	4K	6K
HEARING LOSS (dB) (AD) RT.							
(AS) LT.							

Please send:

Order Forms

Mailing Supplies (padded envelopes/paks) & Baggies

Labels: 1st Class      2nd Day      Overnight

or go to [www.emtechlaboratories.com/shipping](http://www.emtechlaboratories.com/shipping)

Mailing supplies are no charge based on volume of orders. If you would like to order a larger quantity, please call or email [emtech@emtech-labs.com](mailto:emtech@emtech-labs.com).

## 5 Patient Information:

First Last  
Name   Age

## 6 Ear:      Left      Right

**Canal:** Short      Medium      Long      Cut to Mark  
**Loss:** Mild      Moderate      Severe      Profound  
**Helix Curl:** Yes      No (No unless specified) *If helix is incomplete or paper thin, it will be cut off.*

## 7 Mold Styles:

Receiver (for Body Aid)  
Skeleton  
3/4 Skeleton  
Semi-Skeleton  
Canal w/ lock  
Canal Only  
Shell      Low Profile  
3/4 Shell  
Half Shell  
Patriot™  
Techseal™

## 8 Material: [www.emtech-labs.com](http://www.emtech-labs.com) for a complete list of colors per material

<b>Lucite</b> w/ Body Soft Canal	<b>Clear</b>	<b>Invisiear</b>
	Beige      Pink Tint      Brown	
	Brushed Velvet      Highly Polished	

**All Body Soft**      Clear      Tinted

**Emvinyl**      Clear      Brown

### Silicone

Nusil	Beige	Brown	Frost	Pink Tint
Emplex	Beige	Brown	Frost	Pink Tint
Emplex II	Beige	Brown	Frost	Pink Tint
EM3000 Clear Medical Material	<b>Invisiear</b>			
Color: _____				

**Added Material Options:** [www.emtech-labs.com](http://www.emtech-labs.com) for descriptions and pictures

E-Compound (Available in all materials except Emvinyl)  
The Antimicrobial SHIELD (Available in all materials)  
Sparkles Color \_\_\_\_\_ (Lucite, EM3000)  
Glow in the Dark (Lucite, EM3000)  
Emages \_\_\_\_\_ (Available in EM3000 only)

## 9 Acoustic Modifications:

Bore: Belled      Reg.  
Non-occluding      1      2  
(#2 Includes SAV)  
CFA # \_\_\_\_\_

## 11 Tubing Options:

HW      DW  
Emdry (select size)  
TRS  
Belled Horn, 3 mm

## 13

Hypoallergenic  
(Available in all materials;  
required in all silicone molds)

## 14 Miscellaneous:

Removal Filament (not available in silicone)      Color Coded Dots  
Initials\*      Coded R and/or L\*      **\*Not Available in Emvinyl**

**Special Instructions:** (If Remake, please give a full explanation)

## 10 Venting Options:

No Vent      .03      .06      .09      Largest Possible  
MiniSAV      SAV  
Semi-IROS — approx 1/2 of lower canal tip removed  
IROS

## 12 Recreational/Occupational Molds:

Pilot Mold      with bar	Communication Mold
Earbud Mold (earbuds required)	Anesthesiologist Mold
Custom Ear Plugs      HP      CP      AC	
Sleep Plugs (canal with small lock for removal)	EM3000
Shooter's Plugs	
Aqua-Seal™ (floatable swim plug)	w/ cord
Musician Mold      ER9      ER15      ER25      ERSolid	
Partial Countersunk	

Cut & Trim	Invest
Grind	

IMP #  
6-23

THIS AREA FOR  
EMTECH USE



## **Remake, Return, Payment Policy & Limited Warranty**

All custom earmolds and earplugs are guaranteed against defects in material and workmanship for 12 months from date of purchase. They are also guaranteed against improper fit and feedback for 3 months for adult patients; this guarantee does NOT apply to growing children. We keep impressions for 9 months but not all are reusable; impression scans are only done upon request and kept for 3 years. We recommend new impressions be made when fit problems occur or if the remake is for a child.

### **A Remake is free (excluding shipping) when no changes are made and...**

1. an earmold breaks or cracks from normal use within one year of purchase.  
\*This does not include damage caused by pulling on tubing for mold removal.
2. an earmold causes discomfort within three months of purchase.
3. an earmold allows feedback within three months of purchase.  
\*This does not apply for children, unless the feedback occurs when the molds are fit.
4. an earmold is lost in the mail while being sent to a dispenser. See Shipping Information below.

### **A Remake is not free when...**

1. feedback or discomfort occurs after three months from date of purchase.
2. the earmold is over one year old.
3. feedback occurs when a dispenser orders a High Frequency or CROS-style earmold.
4. a new style is needed due to a change in hearing instrument.
5. a decision to fit the other ear is made.
6. a mold is made incorrectly due to incomplete or inaccurate information provided by the dispenser.
7. patient/dispenser loses mold(s).

**NOTE:** *Clear fields on saved order forms. A remake is not free if you accidentally left a field marked.*

### **A Remake is not free — a nominal charge will be made when...**

1. the dispenser or patient ruins the earmold by mishandling it (includes ripping the material by pulling the mold out by the tubing or cord).
2. we are asked to change the material, style, color or acoustic modification.
3. we are asked to remake a mold due to client growth. (Primarily pertains to children — Baby Warranty recommended)

### **Return/Credit Policy:**

Due to hygiene/health concerns, custom-fit earpieces are not returnable for credit or refund. We cannot issue credit if, for any reason, a client fails to pick up his/her mold from the dispenser.

### **Shipping Information:**

We provide shipping labels and/or mailers for the carrier of your choice. **Our preprinted shipping labels must be used.** (Call us for details.) All accessories and supplies are shipped F.O.B. our laboratory. Shipping and handling charges are added to all orders. Every shipment can be tracked. We are not responsible for delays caused by the carrier. Our policy is to require a 10-day waiting period (after shipment) before remaking *free of charge*.

If a remake is requested before the 10-day waiting period has expired, the order and shipping will be at full charge; **no credit will be issued for the original order.**

### **Terms:**

Our terms are net 30 days from invoice date. An invoice will be emailed with each order and a statement will be sent at the end of the month. A 2% late charge per month is assessed on all balances over 30 days.

Please call Customer Service if you have any questions: **1-800-336-5719**

*Thank you!*