

## Order Form – Spiral Ear Custom In-Ear Monitors

- Orders cannot be cancelled or changed once they have been accepted or processed.
- There are no returns or refunds on all our custom-fit products, accessories or customs clearance procedures.
- Having taken your closed-mouth ear impressions by an audiologist according to the following general guide: <http://www.spirallear.com/en/more-info/audiologists/>, please take detailed photos with similar angles and orientation of the impressions as outlined in the '**SE Impressions Photo Guide**' (put on a squared paper, preferably 0,5/0,5cm) and please send the pictures to the following e-mail address for preliminary verification: [spiralear@gmail.com](mailto:spiralear@gmail.com).
- Please note that we can accept only **closed-mouth ear impressions!**
- If the impressions seem to be taken correctly and roughly qualify for shipment size-wise, a shipping address will be provided.
- Please ship your impressions via a **courier only**- preferably Fedex or UPS and please DO NOT use EMS, regular mail or any other national mail service. Regular post is often unreliable and the shipment may not get delivered. Impressions need to be shipped in a secured container, so that they arrive safely. After shipping your impressions, please remember to provide us with a **tracking number!**
- When shipping impressions from outside European Union countries, the value declared cannot be greater than **10USD!**, so that there are no problems with shipments coming through Polish customs.
- We are not responsible for import taxes and duties that might be imposed by customs service in your country.
- The payment for the order will be usually asked for once impressions have been processed and once it is finally determined that it's possible to make particular monitors.
- After having received the payment the works on the order will start accordingly. It will only be possible to determine if particular monitors can be made once real impressions and moulds are processed in the lab.
- It is only possible to bank **wire transfer** the payment to the account provided and no other methods are accepted (no PayPal, etc.).
- Detachable cable version comes as a default option.
- Regarding the SE5/SE6 monitors, they do require a lot of physical space necessary for the components, so it's not possible to make them for everybody if ear size is too small. Usually it is only possible to determine that when processing in the lab, but pictures of impressions are required to check if they seem to be taken correctly and very roughly and initially regarding size compatibility.
- Our telephone number for the courier service: +48 511 87 60 70

### **Step-by-step ordering procedure is as follows:**

- First please take your ear impressions according to the following instructions: <http://www.spirallear.com/en/more-info/audiologists/index.html>.
- Once taken, please take pictures of your impressions according to the 'impressions photo guide': <http://www.spirallear.com/en/order/index.html> (with similar angles and orientation and placed on a squared paper for size reference- [http://www.papersnake.com/squared\\_paper/squared5x5.pdf](http://www.papersnake.com/squared_paper/squared5x5.pdf)).
- If impressions' quality is fine and they seem compatible size-wise with particular monitors we'll provide you with shipping details.
- If it's not mentioned in your e-mail/signature, please provide us with your real name to be placed on a box sticker before shipping your impressions.
- Once the shipment is received and impressions are processed in the current queue of orders for final confirmation we will provide you with wire transfer details.
- Once the order is finished we'll schedule the courier service and provide you with a tracking number afterwards.

Please ship your impressions **together** with the following information filled in (printed out):

**Invoice details**

Name:

Surname:

Full address (zip code & city):

**Shipment details**

Name:

Surname:

Full shipping address (zip code & city):

e-mail address:

Name of the contact person and *telephone* number of the contact person:

Product name:

Silicone colour:

Confirmation that ear impressions supplied are closed-mouth only:

Thank you, Spiral Ear

