

Bernafon Internet Sales and Distribution Advisory – May 2009

Bernafon is a company and a brand with a long tradition. We've drawn from our rich history in the hearing care industry and created a company as authentic and individual as our product offerings. Our customer focus, Swiss engineering and passion for hearing are the foundation for our continued success in developing and marketing quality hearing systems that enable users of our products to enjoy authentic and stimulating hearing experiences.

Bernafon stands firm in its belief that our hearing instruments will deliver their full benefit and provide the highest levels of customer satisfaction when dispensed and serviced face-to-face by a licensed hearing care professional. In support of our belief, we encourage people with hearing loss to seek professional guidance for product selection, fitting and service. We remain committed to working with individuals that are professionally educated and trained in the diagnosis, treatment and rehabilitation of hearing loss.

Be advised that Bernafon does not knowingly or willingly allow any individuals or organizations to distribute its products via the internet. Bernafon will not honor warranty claims for any of our products purchased over the internet, nor will we accept returns for any such product.

Distributors of Bernafon products are not permitted to knowingly or willingly provide our products to internet wholesalers who sell via the internet. Violation of this policy is grounds for termination of any and all distributor agreements with Bernafon.

Bernafon Authorized Providers may feature Bernafon products on their website once they have received prior consent and written confirmation from Bernafon, LLC.