

▶▶▶▶ User Manual

# EarMate®-4330

OTC Hearing Aid



 **HearingHelp** *express*  
an Intricon company

1-800-221-2099 • [HearingHelp.com](http://HearingHelp.com)

## Safety and health information

**WARNING: If you are younger than 18, do not use this.**

You should go to a doctor, preferably an ear-nose-throat doctor (an ENT), because your condition needs specialized care. Over-the-counter hearing aids are only for users who are age 18 or older.

This OTC hearing aid is for users who are 18 and older. People who are younger than 18 with hearing loss should see a doctor, preferably an ENT, because they may need medical testing and management. Hearing loss can affect speech and learning, so professional fitting and continuing care are also important.

**WARNING: When to see a Doctor**

If you have any of the problems listed below, please see a doctor, preferably an ear-nose-throat doctor (an ENT).

- Your ear has a birth defect or an unusual shape. Your ear was injured or deformed in an accident.
- You saw blood, pus, or fluid coming out of your ear in the past 6 months
- Your ear feels painful or uncomfortable
- You have a lot of ear wax, or you think something could be in your ear
- You get really dizzy or have a feeling of spinning or swaying (called vertigo)
- Your hearing changed suddenly in the past 6 months
- Your hearing changes: it gets worse then gets better again
- You have worse hearing in one ear
- You hear ringing or buzzing in only one ear

**WARNING: This hearing aid should not cause pain when inserting it.**

Remove this device from your ear if it causes pain or discomfort when you insert or place it. To try again, make sure to follow the instructions. If you feel pain or discomfort again, contact the manufacturer. If your pain or discomfort doesn't go away, contact your hearing healthcare professional. You can also report this to the FDA as an adverse event according to the instructions that appear later.

## Safety and health information

**WARNING: Do NOT store or replace batteries near where you store medication or near children.**

Battery ingestion can cause serious harm. If you think that you or someone else has swallowed a battery or placed a battery inside any part of the body, seek immediate medical attention. Leaking or exploding batteries result in the creation of harmful substances. If this happens, avoid skin contact with these substances. If there is leakage on skin, eyes, or in the ear, seek medical advice. If there is leakage on the hearing aid, return it to the manufacturer for evaluation.

**WARNING: Do NOT resell the hearing aids or share them with others.**

They are intended for use by a single user. Using resold or shared hearing aids may lead to infection.

**WARNING: Do NOT conduct any of the following, they may cause damage to your hearing aids or accessories.**

- Do not immerse your hearing device in water or liquid.
- Do not bend the tube and dome back and forth to remove it.
- Do not use clearing wire while the tube is connected to the hearing device.
- Do not use alcohol on earmold or dome.
- Do not use sharp tools to dislodge ear wax.
- If using prescribed ear drops, remove any moisture that may get into the earmold / tubing.
- Do not wear your hearing device while bathing, showering, swimming, or in a moist atmosphere, like steam baths or sauna.
- If your hearing device gets wet, do not attempt to dry it in an oven or microwave. Do not adjust any controls. Open the battery door immediately and allow your device to dry naturally for 24 hours. Do not use the hearing device until the device is completely dry.

**CAUTION: This is not hearing protection.**

You should remove this device if you experience overly loud sounds, whether short or long-lasting. If you're in a loud place, you should use the right kind of hearing protection instead of wearing this device. In general, if you would use ear plugs in a loud place, you should remove this device and use ear plugs.

**CAUTION: The sound output should not be uncomfortable or painful.**

You should turn down the volume or remove the device if the sound output is uncomfortably loud or painful. If you consistently need to turn the volume down, you may need to further adjust your device.

## Safety and health information

### **CAUTION: You might need medical help if a piece gets stuck in your ear.**

If any part of your hearing aid, like the eartip (dome), gets stuck in your ear, and you can't easily remove it with your fingers, get medical help as soon as you can. You should not try to use tweezers or cotton swabs because they can push the part farther into your ear, injuring your eardrum or ear canal, possibly seriously.

### **Note: If you remain concerned, consult a professional.**

If you try this device and continue to struggle with or remain concerned about your hearing, you should consult with a hearing healthcare professional.

### **Note: What you might expect when you start using a hearing aid.**

A hearing aid can benefit many people with hearing loss. However, you should know it will not restore normal hearing, and you may still have some difficulty hearing over noise. Further, a hearing aid will not prevent or improve a medical condition that causes hearing loss.

People who start using hearing aids sometimes need a few weeks to get used to them. Similarly, many people find that training or counseling can help them get more out of their devices.

If you have hearing loss in both ears, you might get more out of using hearing aids in both ears, especially in situations that make you tired from listening—for example, noisy environments.

### **Note: Tell FDA about injuries, malfunctions, or other adverse events.**

To report a problem involving your hearing aid, you should submit information to FDA as soon as possible after the problem. FDA calls them “adverse events,” and they might include: skin irritation in your ear, injury from the device (like cuts or scratches, or burns from an overheated battery), pieces of the device getting stuck in your ear, suddenly worsening hearing loss from using the device, etc.

Instructions for reporting are available at:

<https://www.fda.gov/Safety/MedWatch> or call 1-800-FDA-1088.

You can also download a form to mail to FDA.

### **Note: Any harm caused by the device or any dissatisfaction using the device must be reported to Hearing Help Express.**

Call 1-800-221-2099, email [support@hearinghelp.com](mailto:support@hearinghelp.com)

or write to: Hearing Help Express, PO Box 586, DeKalb, IL 60115.

### **Intended Use:**

The EarMate®-4330 is an air-conduction hearing aid intended to compensate for impaired hearing for individuals who are 18 years of age and older with perceived mild to moderate hearing loss. This device is intended for use without the assistance of a hearing care professional.



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# welcome

## to Hearing Help Express® and your EarMate®-4330 OTC Hearing Aid(s)

Congratulations on your choice of the EarMate®-4330 hearing aid to help you on your journey to improved hearing. We're confident you'll enjoy all the benefits the EarMate®-4330 has to offer.

Put your EarMate®-4330 to the test and find out if it's right for you. To help you make the most of your 45 day home trial, we ask that you read the entire user guide before you begin trying your new hearing aid(s). This user guide will provide you with the information needed to properly use and maintain your new EarMate®-4330 OTC hearing aid(s).



For your better hearing.

*Your Hearing Support Team*

***Remember, we're here to help. If you have questions or need help with your EarMate®-4330 hearing aid, call toll-free.***

Call: **1-800-221-2099** (Mon - Fri • 7:30 am - 5 pm CT)  
or email us at: [support@hearinghelp.com](mailto:support@hearinghelp.com)

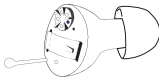


TRUSTED BY **750,000+** CUSTOMERS SINCE 1979

# Setting up the hearing aids

## What's inside the box

### Single EarMate®-4330 hearing aid



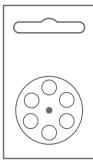
1 EarMate®-4330 hearing aid  
(Left or Right as ordered) and  
medium ITE dome attached



ITE domes  
sizes Sm, Lg (1 ea, qty 2)



Hearing aid storage case  
(qty of 1)



Size #10 batteries  
(1 pk of 6 ea, qty 6)



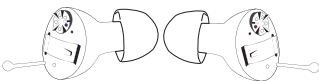
Brush with battery magnet  
(qty 1)



User manual (qty 1)

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### Pair of EarMate®-4330 hearing aids



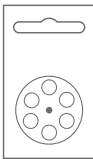
EarMate®-4330 hearing aids  
(Left and Right) and medium  
ITE domes attached



ITE domes  
sizes Sm, Lg (2 ea, qty 4)



Hearing aid storage case  
(qty of 1)



Size #10 batteries  
(2 pks of 6 ea, qty 12)



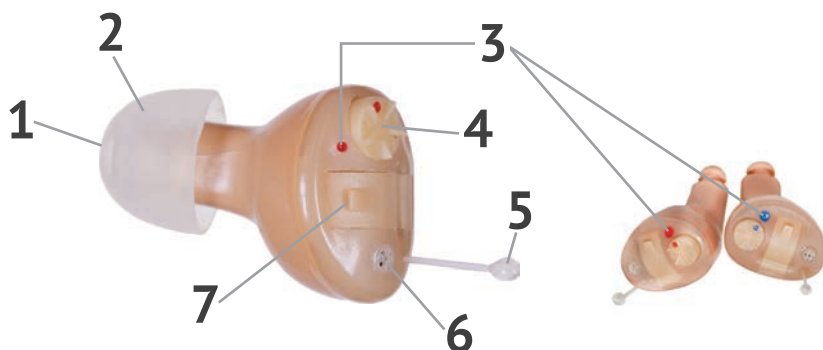
Brush with battery magnet  
(qty 1)



User manual (qty 1)

## Setting up the hearing aids

### Hearing aid overview



1. Sound opening – The sound opening directs amplified sound into the ear canal.
2. ITE dome – Each hearing aid comes with a medium ITE dome attached to the hearing aid.
3. Right or Left indicator  
**RED dot = Right Ear**  
**BLUE dot = Left Ear**
4. Volume wheel – Spin the volume wheel to increase or decrease the volume.
5. Micro handle – Grasp the micro handle to insert or remove hearing aid from ear.
6. Microphone – Sound enters the hearing aid through the microphone.
7. Battery door – Battery is inserted here and functions as the on/off switch.

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Serial number: Located on the outer casing of the hearing aid.





# Setting up the hearing aids

## Inserting the battery

A size #10 zinc-air hearing aid battery is required for each hearing aid device. Once a battery is replaced, each battery has an expected battery life of approximately 92 hours.

To insert or replace batteries, follow these steps:

**Step 1:** Remove the tab from the flat, positive (+) side of the size 10 zinc-air battery. Removing the tab will activate the battery. **Wait one minute for battery to reach full power before placing the battery into the battery door.**



**Step 2:** Hold the EarMate®-4330 so the volume control is above the battery door. Use a fingernail to gently pull the battery door open.

**IMPORTANT:** The battery door for the left and right EarMate®-4330 open in opposite directions.

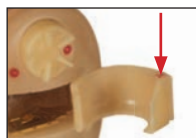
Left Aid



Right Aid



**Step 3:** Locate the small red + (positive) symbol on the top rim of the battery door. This indicates the flat, positive side of the battery should face up.



**Step 4:** Place the battery in the battery door – **NOT directly inside the hearing aid**. Fit the battery in the door with the flat, positive (+) side facing up.

*Tip: When inserting the battery, try using the magnet located on the end of the brush.*



+ (positive ) side of battery faces up.



**Step 5:** Close the battery door. **NEVER force the battery door closed.** If the door does not close easily, the battery may be upside down.

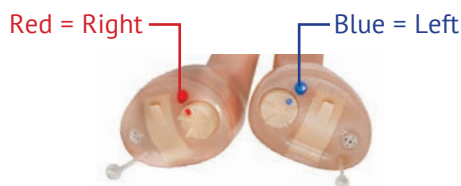
## Low battery indicator

When the battery voltage falls lower than 0.95V, you will hear 6 sets of double beeps. The hearing aid will automatically shut off when the battery is no longer strong enough to power your EarMate®-4330.

## Setting up the hearing aids

### How to wear hearing aids

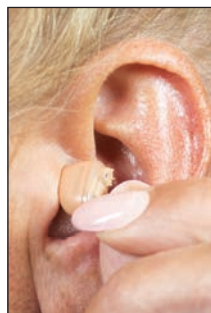
Locate the Right or Left indicator on your EarMate®-4330 (near the volume wheel) to ensure you insert the right hearing aid into your right ear or the left hearing aid into your left ear.



#### To Insert your hearing aid:

1. Hold the EarMate®-4330 by the micro handle with the volume control above the battery door.
2. Push the EarMate®-4330 into your ear canal until it fits securely in place. You may need to rotate it slightly for a good fit.

*Looking in a mirror may be helpful.*



**IMPORTANT:** Check the fit of your EarMate-4330 before wearing it outside. If a hearing aid doesn't fit well, it can fall out of your ear!

#### To Remove your hearing aid:

1. Grasp the micro handle and pull gently to remove the EarMate®-4330 from your ear.

**ATTENTION:** Confirm the ITE dome is attached to the hearing aid each time you remove it from your ear. If the ITE dome remains in your ear, seek medical assistance.

# Setting up the hearing aids

## Check for fit and comfort

**Getting the best fit possible is one of the most important steps with any hearing aid.**

A size medium ITE dome comes attached to each hearing aid. Included with your hearing aid are additional ITE domes in sizes small and large.



### Try the Small size ITE dome if:

1. Medium ITE dome is hard to insert.
2. Medium ITE dome is too big.
3. Medium ITE dome causes the hearing aid to work its way out of your ear.
4. Medium ITE dome is causing soreness.
5. You experience feedback (squeal).

### Try the Large size ITE dome if:

1. Medium ITE dome feels too small.
2. Medium ITE dome has a loose fit.
3. You experience feedback (squeal).

**ITE domes can easily be replaced. For optimal performance, replace ITE domes every three months.**

**Call to order: 1-800-221-2099.**

## How to remove and attach ITE domes

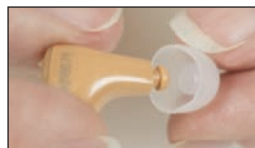
### To remove ITE domes:

1. Hold the ITE dome between two fingers and grasp the hearing aid. Pull the two parts away from each other.

### To attach ITE domes:

1. Push the large open end of the ITE dome over the nozzle (the small narrow part of the EarMate®-4330). You should feel the ITE dome “snap” over the flange on the EarMate®-4330.
2. Gently tug and/or twist on the ITE dome to ensure that it is securely attached.

**CAUTION:** It is important that the ITE dome is firmly attached so that it does not fall off in your ear.



## Hearing aid controls and settings

### Powering on and off

**ON:** With a fresh battery installed, fully close the battery door. From the off position, rotate the volume wheel, you will feel a click when it has reached the on position.

**OFF:** Turn the volume wheel all the way down until you feel a click. You can also turn your hearing aid off by opening the battery door at least half way.

It is recommended that you remove the battery when the hearing aid is not in use, keeping the battery door open.

*Keep all hearing aid batteries away from children and pets as they are harmful if swallowed. Seek immediate medical attention if a battery is ingested.*

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### Adjusting the volume

Your EarMate®-4330 is equipped with a volume wheel that allows you to increase and decrease the volume.

The volume is all the way down when the large colored dot lines up with the small colored dot on the volume wheel.



**Change the volume by pressing one finger against the volume control (as if you were pointing at it).**

#### **RIGHT EAR**

**Increase volume:** Twist forward, towards the front of you.

**Decrease volume:** Twist backwards, towards the back of you.



#### **LEFT EAR**

**Increase volume:** Twist forward, towards the front of you.

**Decrease volume:** Twist backwards, towards the back of you.

## Hearing aid controls and settings

### Listening settings

When your EarMate®-4330 is turned on it will always be on Setting 1.

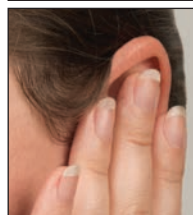
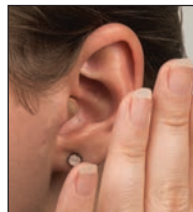
To change your listening setting, gently tap your hand over your ear two times. You do not need to make direct contact with the hearing aid.

**Setting 1:** Normal setting – 1 beep.

Use in most listening situations.

**Setting 2:** Noise setting – 2 beeps.

Reduces the amount of low frequency amplification. Often helpful in noisy situations.

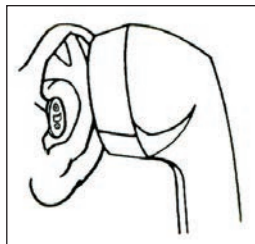


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### Talking on the telephone with your EarMate®-4330

You can use your EarMate®-4330 while talking on the telephone. Hold the handset slightly away from your ear and/or hold it at a slight angle to prevent feedback. This may take a little practice.

*Note: Your EarMate®-4330 may feedback (squeal) if it is set too high, a hand or object is near it, or when inserting and removing it.*



## Maintenance and care

### Daily maintenance

It's important to keep your hearing aid in good condition. Without regular maintenance, wax and moisture can build up and prevent the hearing aid from working properly. It's best to perform maintenance on your EarMate®-4330 in the morning before you use it.

#### Maintaining hearing aids:

1. Wipe off the outside of the hearing aid and dome with a soft cloth.
2. Using the brush included with your EarMate®-4330, gently brush across the microphone opening on your hearing aid.



#### Maintaining ITE domes:

1. Gently brush sideways between and around the sound hole opening on the ITE dome.



Sound hole opening



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### Care recommendations

Follow these instructions to care for and prolong the life of the hearing aids:

- Before storing the hearing aids for extended periods of time, remove batteries and leave the battery door open.
- Hearing aids should be placed into the storage case when not in use.
- Protect hearing aids from extreme hot and cold temperatures.
- Never place your hearing aid in water. If it becomes wet, immediately remove the battery and let your hearing aid stand in a dry place or use a hearing aid dehumidifier (pg. 19) for several hours. NEVER use heat (blowdryer, oven, microwave, etc.) to dry your hearing aid.
- Remove hearing aids before applying hair care products, lotions, creams, perfume, and sprays of any kind.
- For optimal performance, replace ITE domes every three months.

# Troubleshooting and service

## Troubleshooting

### ***If your hearing aid is: WHISTLING (FEEDBACK)***

1. Your hearing aid may briefly whistle when a hand, hat or other object is near it or when inserting or removing.
2. Turn the volume down, it may be set too high (pg. 12).
3. Check that your ITE dome is inserted correctly (pg. 10).
4. Try a different size dome (pg. 11).

### ***If your hearing aid is: CAUSING SORENESS IN YOUR EAR***

1. Let your ear get used to wearing the EarMate®-4330. Wear it for only a few hours at a time for the first few days or less if causing soreness.
2. Try a different size ITE dome (pg. 11).

*If soreness persists, stop using the hearing aid and call for assistance.*

### ***If your hearing aid is: WEAK, DISTORTED, DEAD***

1. Check that the battery is inserted correctly (pg. 9).
2. Try a new battery.
3. Perform maintenance on your hearing aid, microphone port, and ITE dome (pg. 14).
4. If your hearing aid goes dead periodically, but comes on after several hours of rest, the problem may be a build-up of humidity. Regularly open the battery door and allow it to air dry or store it in a hearing aid dehumidifier (pg. 19).

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## Service

### ***If your hearing aid requires service, send it to:***

Hearing Help Express • PO Box 586 • DeKalb, IL 60115

1. Call 1-800-221-2099 for authorization before returning your hearing aid for service.
2. Enclose a note with your name, address, phone number and a description of what is wrong with your hearing aid.
3. Remove the battery from your hearing aid. Pack your hearing aid securely in a sturdy box. Do not mail your hearing aid in an envelope, it could be destroyed during shipment. We recommend insured mail for your protection.

## **Technical specifications**

ANSI S3.22 2014 (R2020) / ANSI CTA 2051 2017 (2cc)	
Maximum output limit value Output Sound Pressure Level 90 (OSPL90)	114 dB SPL
Full-on gain value	36 dB
Total Harmonic Distortion (500 Hz)	< 5%
Self-generated noise value	28 dB SPL
Latency value	< 15 ms
Upper and lower cutoff frequencies for (standard) bandwidth	200 Hz – 6700 Hz
Battery size (zinc-air hearing aid battery)	10
Battery current drain	.95 mA
Expected battery life	92 hours





*Try any Hearing Help Express accessory for 30 days risk-free. If you're not 100% satisfied, return all materials within 30 days from the date of delivery, and we'll refund 100% of your purchase price.*

**ITE Domes (eartips)**



- Small.....#84225
- Medium.....#84227
- Large.....#84229

**Maintenance tools**

Brush with battery magnet.....#88870



Large brush.....#88876

Large, easy to hold brush for daily hearing aid maintenance.

Clean and disinfect your hearing aids with Tech-Care Clean Wipes. Safe to use on hearing products.

Tech-Care Clean Wipes.....#88534



For pricing or to order accessories  
call 1-800-221-2099 or visit [www.HearingHelp.com](http://www.HearingHelp.com)

## Hearing aid batteries

Your EarMate®-4330 uses a **size 10 (yellow) zinc-air battery**.

*Hearing Help Express offers a variety of premium battery brands available in all sizes and various quantities.*

**Long-Lasting Power • Guaranteed Fresh • Great Low Prices**



**Eco-Gold MAX**  
**REGULAR TABS**  
*Budget friendly favorite*



**powerone**  
**LONGER TABS**  
*Easier to handle*



**RAYOVAC**  
**REGULAR TABS**  
*Trusted brand since 1930*



For pricing or to order accessories  
 call 1-800-221-2099 or visit [www.HearingHelp.com](http://www.HearingHelp.com)

## Battery testers



Put your mind at ease... test your hearing aid battery and you'll know for sure if it has enough power to run your hearing aid. Simply place your battery in the appropriate size slot, squeeze the blue bar and color coding indicates the remaining power.

Activair Battery Tester.....#88776

This pocket battery tester is small enough to go with you anywhere. This digital tester takes the guesswork out of battery testing. Includes key chain and built-in battery holder compartment.

Key Chain Battery Tester.....#88778



## Hearing aid dehumidifiers



Remove harmful moisture from your hearing aid with the Best Value DryAid dehumidifier. Even a little moisture can attack sensitive electronics in hearing aids and needlessly shorten their life. Prevent damage. Store your hearing aid in a dehumidifier overnight.

Best Value DryAid Dehumidifier.....#88742

Larger size makes this hearing aid dehumidifier more powerful. The Super Dri-Aid Kit includes pellets that can be recharged for repeated use.

Super Dri-Aid Kit .....#88740



For pricing or to order accessories  
call 1-800-221-2099 or visit [www.HearingHelp.com](http://www.HearingHelp.com)

## Accessories

### Ear care

ProEar by MiraCell helps relieve itchy, irritated ears! MiraCell is a safe, all-natural solution formulated with high-quality plant extracts. Clinically and Dermatologically tested.

MiraCell Ear Solution (1/2 oz).....#88851



Earwax sometimes builds up in ears. Don't use cotton swabs to clean your ears. Safely remove earwax with this handy kit. Kit includes: liquid solution, squeezable bulb syringe and instructions.

Earwax Removal Kit.....#88578



For pricing or to order accessories  
call 1-800-221-2099 or visit [www.HearingHelp.com](http://www.HearingHelp.com)

## **Helpful tips**

### **Getting used to hearing aids**

Getting used to hearing aids is a gradual process that takes time and patience as you learn to hear familiar sounds again. Here are some helpful tips to help you get used to wearing your new hearing aids.

1. Use your hearing aids only around the house at first. You will be less likely to experience noise pollution at home, giving you a better amount of control over the sounds you're hearing.
2. Start slowly. Wear your hearing aids for a few hours each day and gradually increase the number of hours you wear them per day.
3. Read out loud for 15 minutes each day to get used to the sound of your own voice.
4. Practice listening to one voice at a time. Then try listening within a small group of family or friends in a quiet environment.
5. For extra practice with your hearing aids, try to locate the sources of all the sounds in your environment.

### **Hearing aid battery tips**

1. Never store batteries in the refrigerator. Store them in a dry place at room temperature.
2. Batteries should remain in the packaging until you're ready to use one. Loose batteries can short out if they come in contact to anything mettalic, like another battery or your key.
3. After removing the battery tab, wait at least 1 minute for a battery to reach full power before inserting it into your hearing aid.
4. Not sure how long your batteries are lasting? When removing the tab from a new battery, simply stick the tab on your calendar for an easy and efficient way to keep track!
5. Pay attention to expiration dates on battery packaging. Hearing aid batteries should have a shelf life of 2-3 years.

**Questions? Call toll-free: 1-800-221-2099**

Monday-Friday • 7:30 am - 5:00 pm CT

## Limited manufacturer's warranty

### What does this warranty cover?

Intricon Inc. ("Intricon") warrants your new product against defects in materials and workmanship when purchased from an authorized reseller.

### How long does this warranty last?

This warranty is valid from the date of retail purchase for a period of twelve months. This warranty terminates if you sell or transfer the product.

### What will Intricon do?

In the case of a covered warranty defect, Intricon will, at its option: (A) repair the product; or (B) replace the product with an equivalent product.

### What does the warranty not cover?

This warranty only extends to the original end-use purchaser or person receiving the product new as a gift. This warranty does not extend to any other person or transferee. This warranty does not cover defects or damage arising from improper use or maintenance, normal wear and tear, commercial use, accident, or external causes. Also, unauthorized repair, modification, or customization of your product voids this warranty. This warranty does not cover the return freight charge.

### What do I do?

For warranty service on covered defects during the warranty period, contact us at [www.HearingHelpExpress.com](http://www.HearingHelpExpress.com), [support@hearinghelp.com](mailto:support@hearinghelp.com), 1-800-221-2099, or write to: Hearing Help Express, PO Box 586, DeKalb, IL 60115. Prior to providing warranty service, Intricon may require you to provide proof of purchase details, including but not limited to a receipt or sales invoice.

### How does state law apply?

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

This limited warranty gives you specific rights that are in addition to other rights you may have under applicable laws, including your rights against the person who sold the Intricon product to you. TO THE EXTENT PERMITTED BY LAW, HOWEVER, THIS WARRANTY IS THE SOLE AND EXCLUSIVE WARRANTY PROVIDED BY INTRICON. INTRICON DISCLAIMS ALL OTHER WARRANTIES WHETHER EXPRESS OR IMPLIED (INCLUDING BUT NOT LIMITED TO ANY WARRANTY OF MERCHANTABILITY, SATISFACTORY QUALITY, FITNESS FOR PARTICULAR PURPOSE, TITLE, AND NON-INFRINGEMENT), AND INTRICON'S LIABILITY SHALL BE LIMITED TO THE ORIGINAL PURCHASE PRICE. FOR ANY IMPLIED WARRANTIES THAT CANNOT BE DISCLAIMED UNDER APPLICABLE LAW, THE TERM OF THE IMPLIED WARRANTIES SHALL BE LIMITED TO THE DURATION OF THE FOREGOING EXPRESS WARRANTY PERIOD.

# Warranty

## For your records

### Complete and retain for your records

Date of purchase: \_\_\_\_\_

Serial numbers:

Left hearing aid \_\_\_\_\_

Right hearing aid \_\_\_\_\_

Size medium ITE domes come attached to the hearing aids. If you selected a different size, then keep record of your preferred size for future accessory reordering.

Preferred ITE dome size: \_\_\_\_\_

Battery size: 10 (yellow) zinc-air hearing aid battery

## *Questions or concerns?*

### **We're here to help!**

Call 1-800-221-2099 (Mon-Fri • 7:30 am - 5:00 pm CT)  
or email us at: [support@hearinghelp.com](mailto:support@hearinghelp.com)



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Try your Hearing Help Express® EarMate®-4330 hearing aid for 45 days risk-free. If you are not 100% satisfied, simply return all materials within 45 days from the date of delivery, and we will refund any money paid towards the purchase price. You are responsible for the safe return of all materials in their original condition. Ship insured mail.



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