

Ordering Procedure Form – Spiral Ear Custom In-Ear Monitors & SE Custom Sleeves

- Having taken your closed-mouth ear impressions by an audiologist according to the following general guide: <http://www.spiralear.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.
- 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.
- When shipping via regular post, please always request priority mail to be signed by recipient, if not shipped via a courier. Please ship impressions in secured containers, so that they arrive safely. After shipping your impressions, please remember to provide us with a tracking number!
- Impressions can be shipped directly, however, 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 ship globally, however, in certain circumstances when it is necessary for the monitors to get back from non-EU countries for servicing/remoulding, etc., it may still be necessary to use a proxy shipment address within European Union first and not to ship the monitors back directly.
- 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 asked for once impressions have been processed and once it is finally determined that it will be 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 5-way models, they do need 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

Please ship impressions **together** with the following information filled in (preferably printed, please):

Invoice details

Your full name:

Surname:

Your full address (zip code & city):

Shipping 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