

How to order Moulded Ear Plugs without attending one of our clinics:

1. Our plugs are custom made for your unique ear shape and thus it is necessary for a trained professional to take your aural impressions. You can arrange an appointment at one of our clinics, with one of our partner Audiologists or with your local Audiologist. Please take and show your Audiologist the Tip Sheet below - we need impressions done in a particular way in order to get a comfortable fit and a good seal.
2. The Audiologist will use an otoscope to examine your ear and ear canal. If seen within one of our clinics you will also be shown the extent of any Surfer's ear present and any other ear health issues you should be aware of using a video otoscope.
3. In order to take the shape of your ear an otostop (a foam block on a string) will be placed in your ear canal to protect your eardrum and set the length of the impression taken.
4. Your ear will be inspected again to ensure the otostop is correctly sized and positioned.
5. **It is important that you now have a relaxed, still and open jaw for the remainder of the process.** Please don't laugh, chat or clench your teeth when the silicon material is first setting as this can compromise the seal of your plugs. You may be asked to hold a 'bite block' between your teeth to keep your jaw open.
6. A syringe is used to slowly dispense medical grade silicon into your ear canal. The material continues to fill the whole of your ear, creating a sensation of 'fullness'. It might not sound it, but the majority of people find this feeling to be really pleasant.
7. The material takes from 2-5 minutes to set (depending on the temperature) and your hearing is impeded during this time.
8. Once set, the impression and foam Otostop will be gently removed from your ear and the Audiologist will check your ear canal one final time.
9. If you are seen outside of our clinics please note there is a separate charge to the Audiologist and you should take your impressions away with you. Package them carefully and send them on to us using the address below. Please include your name and contact details and fill out the online order form. This can be found on the Shop page of our website. On receipt, we will quality check your impressions and contact you to arrange payment.

Moulded  
Chyenthal  
Chyenthal  
Buryas Bridge  
Penzance  
Cornwall  
TR19 6AN
10. Once payment has been received the lead time is 2-3 weeks and the plugs will be posted out to you with fitting instructions. UK postage is £3.95 (£12.50 to Éire and Europe). There is also a video to demonstrate inserting the plugs and you are welcome to send us a photo or arrange a video-call should you need further assistance.
11. If you need your plugs urgently the manufacturer can provide a priority service (7 working days) for an additional £28/set.
12. Please try the plugs and notify us of any issues straight away as the manufacturer has a 14 day free adjustment policy. After this a 'repair' charge is applied.
13. Your impressions are 3D scanned and kept on file. So should you need any spare or replacement plugs you can just contact us by email and we can arrange reprints (£49/single, £89/pair). We can also use these scans to provide other custom plugs for your ears, including sleep plugs, music sleeves for headphones, and noise protection plugs (music, industrial, bike and gun plugs).
14. Please note that although our custom plugs provide a snug fit and a great seal, it isn't possible for us to guarantee that the plugs are always 100% watertight due to anatomical differences in ear shape. We are also unable to guarantee that they are 100% secure - occasionally a particular fall or impact may remove the plug from your ear. Without ear plugs such an impact could cause serious damage, such as a ruptured ear drum.

