

How we will support you



Thank you for choosing Hearing Australia. For over 70 years we've been helping Australians rediscover the joy of sound. Our goal is to keep you connected to the people you love and the things you love to do.

Your Initial Appointment

At your initial appointment with your clinician, we will discuss your hearing and communication needs to help you decide if you need and want to get hearing aids.

Your clinician will explain the different levels of technology available and work with you to find a hearing solution that best suits your needs and lifestyle. The price you will be quoted includes the cost of the hearing aids, 12 months' supply of batteries, as well as clinician time to fit and adjust your aids to ensure they are working well.

If you decide not to get hearing aids, Hearing Australia also offers a range of assistive listening devices to help with hearing things like the television, the phone or even your doorbell. We would be happy to demonstrate these for you.

Fitting and Follow Up Appointments

Your clinician will program your hearing aids to your specific hearing loss and show you how to use them. It will take a little while for you to get use to the sound of your new hearing aids and it is quite common for them to need some fine tuning.

After your fitting, we'll ask you to come along to a follow up appointment where we'll review how you have gone with your hearing aids and answer any questions you may have.

You may need more than one appointment to ensure you are happy with your devices. There is no additional cost for up to three follow up appointments within 12 months of getting your new hearing aids. If you need additional appointments after this, the cost for these is \$110 per appointment.

Hearing Aid Trial Period (once fitted)

All of our hearing aids come with a 55-day return period. At any time within this period, if you are not happy with the hearing aids you have selected, simply return them to us and you will be refunded the full purchase price. Your 100% satisfaction is our highest priority.

Am I covered by a warranty?

In addition to your rights under the Australian Consumer Law, your hearing devices are covered by a manufacturer warranty. This can range between 2-3 years depending on the hearing device you have. Your clinician will advise you of the warranty for your particular hearing device.

Should you require replacement earmoulds for your hearing aids within 12 months of the initial fitting, these will be provided to you at no additional cost. After 12 months, earmoulds can be provided at a cost of \$75 per earmould.

Ongoing Maintenance

At times, hearing aids may need repairs and maintenance to continue to work well. Hearing Australia will happily cover the cost of in-house minor repairs. Please note this excludes replacing receivers, which range in price from \$70 to \$120 each.

A minor service may include:

- Clean and check
- Earmould adjustment
- Replacement of battery holder
- Replacement of dome
- Replacement of wax protection system
- Replacement of earmould tubing
- Replacement of earhook

If your hearing aid needs major repairs after the manufacturer warranty expires, you will be required to cover the cost for those repairs not covered by your rights under Australian Consumer Law. Simply bring your hearing aid into your local Hearing Australia centre and our team will guide you through the repair process and obtain a quote from the hearing aid manufacturer.

Hearing aid disposable batteries can be purchased in your local centre for \$7 a packet (six batteries).


Annual Review Appointments

Your hearing or communication needs can change over time. So you'll be invited to attend an annual review appointment. This appointment takes about 30 minutes and there is a cost of \$110. This will allow you to keep up-to-date with new innovations in the hearing world and, if you'd like to, upgrade your devices.


We're here to support you!

If you have any questions now, or down the track, we're here to help:

 131 797

 enquiry@hearing.com.au

 hearing.com.au/contact-us

 Visit any one of our more than 600 locations. Go to hearing.com.au to find a centre near you.