



Purchase and Return Policy

Terms and Conditions

Payment Terms

Full payment of the product and/or services must be paid on the date of fitting and/or services provided.

Refund and/or Exchange

If you are not satisfied with the hearing aid/s performance within 30 days, a refund, less \$350, will be made directly to your nominated account.

Alternatively, you have the option to exchange your device to another model within 30 days of the original purchase.

If the devices are returned in a damaged condition, Hear Clear Australia may in its sole discretion retain payment of the hearing device(s), and/or claim from you any outstanding balance on the cost of the hearing device(s).

Exclusions

Up to four follow-up or adjustment visits related to device use are included in the first 12 months, post-fitting. Diagnostic assessments, wax removal, tinnitus counselling are services will incur additional charges. The aforementioned services are not included in the 12 month post-fitting product and service offerings.

12 months post-fitting you are entitled to:

- ✓ Option to exchange to another model within 30 days of the original purchase date.
- ✓ Follow up/adjustment visits related device use at no additional cost.
- ✓ Domes, wax filters and ear moulds at no additional cost.
- ✓ In-house device cleaning
- ✓ Manufacturer servicing within the warranty period.
- ✓ Free loan hearing aid/s for up to three weeks while your hearing aid/s are serviced.
- ✓ 1 year manufacturer warranty for any additional accessories purchased.

Beyond the first 12 months post-fitting:

- ✓ Further adjustments and follow-up visits will incur a fee.
- ✓ You will receive an SMS/Email prior to your End of Warranty to remind you to arrange a hearing aid service under warranty.



Warranty and Repairs

_____ years manufacturer warranty has been provided for your hearing aid/s. During this time, the hearing aid/s will be repaired and serviced by the manufacturer at no additional cost. The warranty covers the hearing aid/s.

The manufacturer warranty does not include consumable elements of the device such as: Li-ion battery, ear mould, tubing, speaker, dome, and wax filter).

Damage to the hearing aid/s due to neglect, accident or improper use is not included in the manufacturer warranty.

All repairs are sent to the manufacturer and will take approximately 10 days to be returned. Once the manufacturer warranty has expired, hearing aid repairs and servicing will incur an out-of-pocket charge. A quote of the repair/service fee will be provided to the client for out of warranty repairs and servicing.

Rechargeable Hearing Aids

Rechargeable hearing aids utilise Li-ion batteries and come with a 12-month warranty. The Li-ion battery is considered a consumable item. Therefore, if it requires replacement following the 12 month warranty for the battery, cost of battery replacement will be incurred.

Private Health Fund

Clients should contact their private health insurance provider prior to hearing aid/s purchase to determine eligibility for rebates. A receipt will be provided to the client following purchase to assist with the claiming process.

Insurance

Hearing aids are often classified as specific valuables under your home and contents insurance. We strongly recommend that you contact your insurer for advice on covering your hearing aid/s under home and contents insurance.

The terms and conditions set out herein are not intended to interfere statutory rights in any way. They are offered in addition to rights afforded under the Australian Consumer Law.