



The digital hearing aids that you have chosen are among the most technologically advanced available in the world. They will be central to your hearing improvement program. At your fitting appointment, your audiologist will adjust your hearing aids to suit your specific hearing loss and unique listening needs, and teach you how to use them.

#### **Return period**

Australian Hearing offers a 55-day return period. If you are not satisfied with the hearing aids within this time, you will be refunded the full amount less a \$120.00 administration fee. Refunds will be provided within 21 working days of the date an application for refund is lodged.

#### **Insuring your new hearing aid/s**

If you lose your hearing aid you will be required to pay for a replacement. We therefore recommend insuring your hearing aids against accidental damage or loss through your insurance company. This can be done by specifying your hearing aid/s as "Specified Personal Property" on your home contents insurance as you would for expensive jewellery or camera equipment that is taken outside your home.

#### **Health insurance rebates**

If you have private health insurance, you may be eligible for a rebate on the purchase of your hearing aid. It is advisable to contact your health insurance fund for information on your entitlements. We will provide you with an invoice that will help you make a claim. Your health insurance fund may require extra information, so check with them.

#### **Tax rebate for Net Medical Expenses over \$1,500.**

If you lodge a Tax return and have over \$1,500 in out of pocket Medical expenses in a financial year you may be eligible for a 20% rebate on these expenses. You must keep your receipts.

#### **Payments**

As we discussed, you will be required to pay for your hearing aids in full at the fitting appointment. For the convenience of our clients, we accept:

- credit cards
- EFTPOS debit cards
- personal cheques
- bank cheques

In the interest of our clients' personal safety, we discourage cash payment of amounts exceeding \$100.

**If possible, we would prefer payment by cheque or credit card if we are seeing you at one of our visiting sites.**

#### **Annual maintenance charge**

An annual maintenance charge of \$33.00 applies and covers batteries and repairs. This fee is not applicable to Veterans holding White cards for hearing loss or Gold cards as Veterans affairs pays this fee for the Veteran. Please contact your local Australian Hearing centre should you wish to discuss any of these details further.

#### **Superior technology**

This high technology product has been recommended to you as its features and benefits best match your current lifestyle needs. Consistent with industry practice, Australian Hearing clinicians can elect to receive a one-off payment on the sale of each high-technology device. This payment is dependent upon your satisfaction with the device and other quality assurance measures being met. Australian Hearing is committed to providing the best hearing care and the latest hearing aid technology to every client. We therefore monitor the quality and appropriateness of all high technology device choices to ensure the best hearing solution is offered to every client on every occasion.

We look forward to seeing you at your next appointment.