

Concepts in Hearing, LLC.

8197 Corporate Way

Mason, OH 45040

513-628-0177

Lisa Rademacher, Audiologist



## HEARING AID(s) FITTING INFORMATION

### **Process and cost**

- Our licensed audiologist(s) will administer a comprehensive audiological (hearing) evaluation. The fee of \$150.00 will be submitted to your insurance company. You are responsible for paying any deductible or co-pay required by your insurance plan.
- Test results will be discussed with you and your family and any questions will be answered. If hearing aid(s) are recommended, our audiologist(s) will discuss the different types and styles of hearing aid(s) which are appropriate for your hearing loss and your lifestyle.
- When you decide to order hearing aid(s), impressions of your ears may be taken, depending on the style of aid(s) selected, as well as measurements of your ears. The hearing aid(s) will be ordered and will arrive in approximately 2 weeks.
- A deposit of \$300 for hearing aid(s) is required upon ordering. If the product requires an earmold(s) the cost is \$95.00 - \$110.00 each, depending on the type and style. The payment is required before the hearing aid(s) order is placed.
- When the order is placed, a Purchase Agreement will be created indicating the type, style and cost of the hearing aid(s). Your balance will be due at the hearing aid fitting appointment.
- Approximately a week after your evaluation, the hearing aid(s) will be received at our office and checked in by our audiologist and you will be contacted to schedule a hearing aid fitting appointment.
- At the fitting, our audiologist will make sure your hearing aids are comfortable and they fit well. We will also teach you how to use and care for your hearing aid(s), connect your aids(s) to your Bluetooth devices, and demonstrate their use.
- 1 week and 30 day follow up appointments will be scheduled for additional testing and fine-tuning.
- Six month and 12-month appointments will also be provided to check, clean, and program your hearing aid(s) to ensure you are still receiving peak performance from your hearing aid(s).

### **30 Day Guarantee**

- 30-day trial period begins the day of the hearing aid fitting.
- If your hearing aids are returned within 30 days of the fitting, in the same good condition as when you received them, the purchase price is refunded minus the hearing aid deposit of \$300 and the cost of the earmolds, if applicable, and the hearing evaluation \$150.00.
- If you lose the hearing aid(s) during the 30-day trial period, you **will not** receive any refund, you own the hearing aids(s).
- Concepts in Hearing LLC. Is under no obligation to accept the return of a hearing aid or to issue any refund after the 30-day trial period has expired.

### **Warranty**

- A 1-year repair, loss and damage warranty are included with the purchase of a basic digital hearing aid.
- A 3-year repair, loss and damage warranty are included with the purchase of a mid or a premium level digital hearing aid(s). 4 years of comprehensive office visits are included with the hearing aid purchase.
- Any office visits, cleanings, in-office or manufacturer repairs during the warranty period are included, however, there is a charge for specific services such as a tubing change or earwax removal.
- An additional warranty can be purchased for repair, loss and damage, please check with the audiologist regarding extended warranty covers manufacture repairs or replacement of your hearing aids (s) as well as any in-office services or repairs.
- If you lose your hearing aid or damage them beyond repair during your Loss and Damage warranty period, you will owe a service fee of \$300.00 (per the manufacturer) for each replacement hearing aid. Hearing aid manufacturers will allow a hearing aid(s) to be replaced only **one time** while under the Loss and Damage Warranty.
- If a hearing aid is lost and a replacement hearing aid is ordered under the Loss and Damage Warranty, then later found, the \$300.00 service fee will not be refunded.