

Poynton Ear Care Terms and Conditions - hearing aid (s) and accessories

Background

I am a Health and Care Professionals Council (HCPC) Registered Clinical Scientist (Audiology) and Hearing Aid Dispenser and conform to the HCPC Standards of Conduct, Performance and Ethics.

Trial period

Poynton Ear Care offers a 30-day free hearing aid trial as standard on all hearing aid (s) and/or accessories prior to purchase. After the trial period, if you decide to keep the hearing system, you will be invoiced for the full amount of the hearing aid (s) and/or accessories as advised in your hearing assessment. If the hearing system is satisfactory at the end of the trial period, an invoice for the full amount of the hearing aid (s) and/or accessories will be issued. This is payable by cash, card (via the iZettle machine), cheque made out to Poynton Ear Care or BACs transfer. If the equipment is returned after the 30-day trial period, the hearing system must be returned to Poynton Ear Care by the agreed trial end date. You will be given a follow up appointment date to finalise this agreement. If the hearing system cannot be returned in person, then an alternative option for returning the device will be determined. During the trial period, the hearing system is covered by a manufacturer's warranty. If you are concerned that the device might be faulty, then contact Poynton Ear Care on 07849 677767 to arrange for the equipment to be checked and repaired. Maintenance of the hearing system during the trial is the responsibility of the borrower and it is expected that the equipment is handled with care and kept in good condition.

Aftercare and Repairs

If the system is accidentally lost or damaged beyond repair a prior agreement of cost share will be decided. You will be provided with full instructions on how to operate and maintain the hearing aid over your trial period. If you have any questions during your trial period, you should call Poynton Ear Care on 07849 677767 or email info@poyntonearcare.co.uk. Continued aftercare is undertaken as part of the service of hearing aid (s) and accessories issue. A follow up/fine tune will be booked within three months of the fitting. Aftercare services also include a free hearing test, advice and in-house servicing and adjustments in the 24 months following purchase.

Warranty

New hearing aids (s) and accessories are supplied under warranty against manufacturing fault for a period of 24 months from the date of fitting unless otherwise stated.

Manufacturer repairs will be made free of charge during this period and outside of warranty will be priced on an individual repair basis depending on the make and model of device. Re-shells are free of charge from the date of fitting for 3 months only.

Insurance

Hearing aid (s) and accessory warranties do not cover loss so it is recommended that you cover any lost equipment on your home contents insurance. It is advisable that you speak to your insurer to make sure that your current policy cover and the exact terms of your insurance. It may be necessary to take out additional cover or cover from another provider to cover your hearing aids.

Refunds

If hearing aid (s) and accessories are supplied to you and are reported unsatisfactory/faulty within 30-days of the date of fitting then no payment will be taken. Refunds and exchanges on all hearing aids, hearing aid accessories and unopened consumables are offered after the 30-day trial period if an agreement that there is valid reason for return. A return of equipment may be posted or delivered back in person. On return, it may take up to 14 working days to receive your refund as it can take up to 5 working days for the bank to transfer the funds to you. It is advised that you take out adequate insurance for postage and keep proof of postage and Poynton Ear Care will not be liable for hearing aid (s) and/ or accessory loss or damage through return postage. Delivery can be done in the UK and any equipment ordered by telephone or email and every effort will be made to ship them within 5 working days, otherwise if a delay you will be notified.

Risk, Ownership and Data Protection

The customer is responsible for what happens to products as soon they are received and issued. Personal information (name and hearing information only) will be used as part of the supply of equipment and services according to Poynton Ear Care Privacy Policy located on the website www.poyntonearcare.co.uk.