



# Hearing Instrument Repair

All fields must be completed

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Name of User: \_\_\_\_\_  
(first) (last)

Phone Number: \_\_\_\_\_ Contact person: \_\_\_\_\_

Dropped off by: \_\_\_\_\_ Purchased from NHS? YES NO

Item(s) dropped off): \_\_\_\_\_

Please describe the problem(s) you are having with your hearing instrument(s): \_\_\_\_\_

Please indicate if you wish for us to contact you with a cost estimate prior to servicing the item(s) you dropped off: YES NO

Only call if amount exceeds: \$ \_\_\_\_\_

### HEARING INSTRUMENT REPAIR POLICY

If your device is under In-House services warranty, troubleshooting your device is a courtesy service at NHS. Once this warranty has expired, In-House repair costs range from \$10.00 to \$150.00. If we cannot service your device it will need to go into the manufacturing company.

The hearing aid manufacturer warranty may cover major loss, repair, and/or remake. A minimum fee of \$25 will be charged every time your instrument is processed and sent out for repair beginning 90 days following the fitting (includes 90 day grace period after every repair).

If your instrument is out of warranty and requires repair by the manufacturer, a repair fee is required. This repair fee includes a 6 month or 12 month warranty but does not include NHS professional services. There will be fees for processing your instrument or for in house repairs. If your instrument is out of warranty you can purchase a 12 month warranty for \$350 or 6 month warranty for \$300 with the manufacturer.

If your instrument requires replacement while under loss warranty, a deductible of \$300 will be required for each instrument.

### NHS LOANER POLICY

- Hearing aid loaner fees are \$45 for one, and \$64 for two
- CI/BAHA equipment loaner fees are \$50 (only one)
- These fees include troubleshooting and diagnosing your malfunctioning equipment and programming the loaner device(s) or accessories you need to hear
- We cannot guarantee access to loaners at all times due to limited quantities Northern Hearing Services cannot be responsible for repaired items left over 30 days.

Please sign below to acknowledge your agreement to the service terms.

Signature \_\_\_\_\_

Date \_\_\_\_\_