



Northern Hearing Services Policies

YOUR NEW HEARING AID WARRANTY AND NHS'S SERVICE POLICY:

- Your new hearing instrument will come with a manufacturer repair and loss warranty (Please see your individual purchase agreement for warranty specifics).
- If you are still within the designated time to receive one-year of free follow-up services at NHS, troubleshooting your device is a courtesy service at NHS. We will do all we can to repair your device for no fee in our office. 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 (the \$25 fee allows a 90 day grace period following each repair).
- If your instrument requires replacement while under loss warranty, a deductible of \$300 will be required for each instrument. If your hearing aid requires an earmold or micromold you will need to purchase this in addition to paying the deductible.

NEW EARMOLD/SWIMPLUG WARRANTY AND NHS'S SERVICE POLICY

- Your customized earmold(s) may need to be remade if there is a comfort or fitting issue.
- This remake must be processed within 30 days of initial fitting.
 - There is no additional processing fee within 30 days of earmold fitting for necessary remakes.
 - A \$25 processing fee will apply for remakes 30-60 days post earmold fitting.
 - Remakes needed after 60 days will require new earmold purchase.

NHS LOANER POLICY

- Hearing aid loaner fees are \$45 for one/\$65 for two
- CI/BAHA equipment loaner fees are \$50 (only one)
- These fees include troubleshooting and diagnosing your malfunctioning equipment and programming the loaner devices or accessories you need to hear
- We cannot guarantee access to loaners at all times due to limited quantities

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Northern Hearing Services Policies (cont.)

OUT OF WARRANTY REPAIRS

- If your instrument is out of warranty and requires repair by the manufacturer, a repair fee is required.
- You can purchase a 12 month warranty for \$350 or 6 month warranty for \$300 with the manufacturer.
- This does not include NHS professional services. There will be a minimum fee of \$25 for processing your instrument.
- Fee for in house service repair may range from \$45-65 per hearing instrument depending on services required.

ESCO WARRANTY

- If you have ESCO coverage: Additional deductibles and service fees will apply.
 - Loss replacement: \$75 deductible (includes ear impression but does not include earmold if needed)
 - Damage or Repair: \$35 deductible
 - IN ADDITION to your deductible, there is a \$10 fee for each of your Office Visits (troubleshooting, ear impression, or programming)

OUR PROFESSIONAL LINE BATTERIES CAN'T BE BEAT IN QUALITY OR PRICE.

PURCHASE YOUR BATTERIES AT NORTHERN HEARING:

- \$1.25 per battery
- \$5 per pack of 4 Hearing Aid Batteries
- \$7.50 per pack of 6 Implant Batteries
- \$44 per box of 40 Hearing Aid Batteries (save \$6 when you buy a box)
- \$66 per box of 60 Power Implant Batteries (save \$9 when you buy a box)

You can purchase batteries over the phone using your credit card.

Buy 2 or more boxes and your shipping is free.

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