

# SERVICE OF HEARING AIDS NOT PURCHASED FROM SSHC

## Why do so many hearing aid users get their hearing aids serviced by us even if they didn't purchase their hearing aids from us? Good question!

### The most complete service

Even though you didn't purchase your hearing aids from us, let our 38 years of comprehensive, warranty service ensure that your hearing aids function properly. We encourage you to contact us with your questions and problems. Our goal is to ensure that you experience all the benefits of improved hearing today and in the future. We can also save you money with our extended-warranty service contract. Be sure to ask about it.

### What your hearing aid warranty covers

Hearing-aid warranties cover factory repairs that are necessary to repair mechanical malfunctions or defects in workmanship. On the other hand, if you are not satisfied with the performance of your hearing aids and would like a Sertoma Speech & Hearing audiologist to fine-tune your hearing aids for better performance, the hourly professional charges will apply. You might also consider purchasing a service contract from us.

### Why do we charge for performance tuning?

A significant portion of the original price you paid for your instruments probably included a *service package* covering adjustments and fine-tuning. Professional services like this can account for as much as 60-70% of the price of new hearing aids. The clinic you purchased your hearing aids from have been paid in advance (as part of the purchase price) for adjustments and performance tuning, whereas we haven't.

### "Can you help me if my hearing aid malfunctions while it's under the manufacturer's warranty?"

Yes. If your hearing aid malfunctions while covered by the manufacturer's warranty and it requires factory service, we can expedite the repair for you.

- We charge a flat rate \$25 per incident
- Programmable/digital aids will be reset to the original settings after factory service.

### Fees for products purchased elsewhere

The professional services we provide for tuning the

performance of your hearing aids can be paid for by either time and materials or by service contract.

- **Our hourly rate for hearing-aid adjustments** is \$165 with a minimum service time of a half hour per visit.

- **Our annual extended warranty contract rate** is \$240/year per hearing aid.

A service contract allows us to clean, performance tune, and repair your hearing aid for the duration of the contract. When you bring in your hearing aid the first time, only after we have inspected and adjusted your hearing aid, do you purchase your service contract from us. Be assured that when you have a service contract with us, we service your hearing aid as if it was purchased from us originally.

### Frequently Asked Questions

**Q:** There is no cost for when I take my car to the dealer for in-warranty check-ups. Why isn't it the same for hearing aids?

**A:** Auto manufacturers pay car dealers for all warranty work completed. Sertoma Speech and Hearing Centers does not receive any compensation from hearing aid manufacturers for cleaning or repairing hearing aids not purchase from us.

**Q:** I just purchased a set of hearing aids from another company. How do I avoid paying so much for service from SSHC?

**A:** Unfortunately, you cannot. However, you can contact the professional where you bought your instruments. They may be willing to subsidize you and pay all or a portion of the SSHC service contract fee.



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