

## FREQUENTLY ASKED QUESTIONS

**CAROL J. HAWKINS, Au.D.**

# PEACE-OF-MIND SERVICE CONTRACT

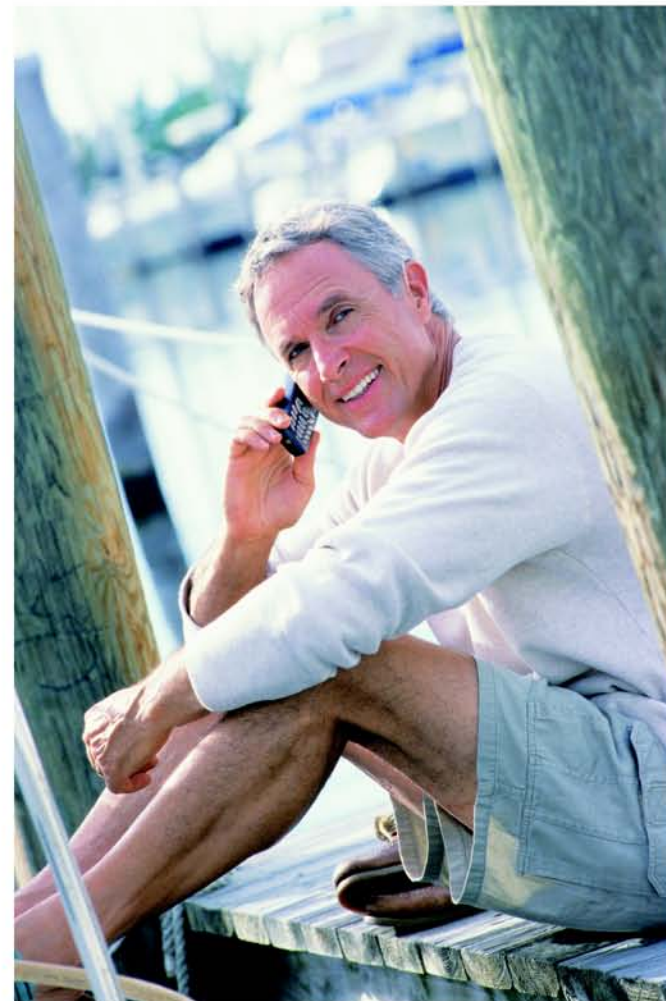


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**HAWKINS**  
HEARING CENTER

Dr. Hawkins is a board-certified audiologist with over 20 years experience in the hearing health care field. She completes at least 15 hours of continuing education per year in addition to attending numerous seminars from the various manufacturers she represents. All state-of-the-art equipment at our facility is professionally calibrated or replaced annually to ensure that you are provided with the best service possible.

**Hawkins Hearing Center**  
**33383 Aurora Road**  
**Solon, OH 44139**  
**(440) 248-4790**

[www.hawkinshearing.com](http://www.hawkinshearing.com)

**STARKEY • RESOUND • UNITRON**

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*Q: When I take my new car to any dealer for warranty work, they don't charge me. Why isn't it the same for hearing aids?*

**A:** The auto manufacturer pays car dealers for all warranty work performed, thus their time is paid for directly by the manufacturer. We do not receive any compensation from the hearing aid manufacturer for working on your hearing aid. Your hearing professional's fees for these services were included in the original cost of your hearing aids.

*Q: I just bought my hearing aid elsewhere, then moved here. How can I avoid paying so much for service from you?*

**A:** Unfortunately, you can't. If you are someone who maintains two homes, you may wish to have a service contract with us in order to be assured of year-round full-service. It is no different than paying two mortgages or two utility bills even though you can only live in one place at a time.



## **POLICY**

Even though you have purchased your hearing aids elsewhere, we are happy to provide you with the same outstanding service our own clients receive in our state-of-the-art facility.

A significant portion of the price of a hearing aid covers follow-up visits for fine-tuning. In essence, your current hearing care professional has been paid in advance for this service. Choose either our Point of Service or Service Contract and we will step in and help you achieve the maximum performance from whichever hearing device you currently own.

We are confident our superior equipment and service will make us the obvious choice the next time you purchase hearing devices.

## **MANUFACTURER'S WARRANTY**

If your hearing device malfunctions while under the manufacturer's warranty, we will handle the repair for you, but a service charge will apply as follows:

**\$10 Non-programmable analog devices**

**\$20 Programmable or digital devices**

Note: Aids will be re-set to pre-repair settings only. For adjustments refer to POINT OF SERVICE or SERVICE CONTRACT.

## **POINT OF SERVICE**

Our point of service rate for hearing aid consultations and adjustments is:

**\$100 per hour, 1/2 hour minimum**

**\$100 minimum for first appointment**

Note: This rate applies to all work done and time spent, and is payable whether or not you feel the work we do improves your hearing. We regret that we cannot guarantee a particular outcome, because not all adjustments are beneficial for all people in every circumstance.

For standard out of warranty repairs or rebuilds, our current rate at the time of printing is:

**\$150 per device**

Note: You will pay either this rate or higher if our costs increase after printing of this brochure.

## **SERVICE CONTRACT**

Our yearly service contract rate is:

**\$500 per device**

This contract essentially allows you and your hearing device to be "adopted" by us. You will pay no additional charges for appointments or adjustments during the instrument warranty period, or one year, **whichever is longer**. Under this plan, standard out of warranty repairs or rebuilds will be billed the current rate of \$150 for three years from Service Contract purchase date.

## **CREDIT FOR CHARGES**

Whichever service you elect to use, Hawkins Hearing Center will credit you with up to \$300 towards the purchase of your next hearing devices from our facility.



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