

# Hearing Aid Order / Invoice

## ***Evans Hearing and Healthcare Ltd.***

*Company Registration No : 10970522 Registered in England & Wales*

**3 Station Road, Kettering, NN15 7HH  
(01536) 415373**

**15 Broad Green, Wellingborough, NN8 4LN  
(01933) 222980**

Title		First Name	
Surname			
Address			
Town			
County		Post Code	
Tel No.			
Mobile			
Email			

Client Number	
Dispenser Name	
Date	
Receipt No	
Deposit Receipt No	
Amount Received	£
(Please Tick) Cash	<input type="checkbox"/>
Cheque	<input type="checkbox"/>
Card	<input type="checkbox"/>
Deposit	<input type="checkbox"/>
Balance	<input type="checkbox"/>
PIF	<input type="checkbox"/>
Card Auth Code	

### Details of Hearing Aids :

Order  Fitting  Upgrade  Substitute  Collected

Summary :	<u>Left Ear</u>	<u>Right Ear</u>
Manufacturer		
Range		
Model		
Style		
Serial Number		
Guarantee		

Charges :	<u>Left Ear</u>	<u>Right Ear</u>
Hearing System	£	£
Options	£	£
Other	£	£
<b>Total</b>	<b>£</b>	<b>£</b>

Total from this receipt	£	£
Monies from previous receipts	£	£
<b>Total Received</b>	<b>£</b>	<b>£</b>
<b>Balance Due</b>	<b>£</b>	<b>£</b>

### Details of Alternative Supply Arrangements :

### Fitting Information :

Battery Size : ..... Handbook Given

Filter Type:..... Follow Up Discussed

Dome Size : ..... Insurance Discussed

**For all hearing aid purchases we advise a follow up appointment within 6 weeks of the initial fitting appointment.**

I agree that in the event of the product being purchased is customised, and work is undertaken on this basis, right of cancellation will be affected as noted on the EHHC Terms and Conditions of sale and I confirm that I have received a copy of these.

**Tick this Box when Read and Fully Understood**

**Signed on behalf of EHHC**

**Signature of Client (or representative)**

**Terms and Conditions for the Supply of Hearing Aid Systems and Associated Items from  
Evans Hearing and Healthcare Ltd.**

At Evans Hearing and Healthcare (EHHC) we want you to be entirely satisfied with our service and we are committed to offering you the very best independent advice, technology and value available anywhere. Should you have any queries or concerns regarding your purchase or our service, please contact us on (01536) 415373 or at your local centre.

**Immediately After Ordering**

After ordering your hearing aid system we will contact you to make an appointment for fitting where we will advise on all aspects of wearing to ensure you are totally happy and confident. We also recommend a further follow up appointment within 6 weeks of the initial fitting where we will discuss with you any fine tuning may be required depending on your experience. We will also be able to answer any questions that you may have regarding your hearing aid system.

The purchase of a hearing system is a great decision that will improve the quality of your life. During the early stages of your adjustment EHHC will endeavour to assist you to get the best results possible from your hearing aids. If you feel that you ever want a recap on the features or maintenance of the hearing aids, or you wish to see if any adjustments to the sound would be beneficial to your hearing then simply call us to make an appointment.

**Ownership and Your Rights**

Any products supplied by EHHC remain the property of EHHC until paid for in full, this being applicable to any hire purchase or any other form of financial agreement that EHHC may enter into. In the event of loss or damage then it is the responsibility of the customer to pay any monies outstanding. If you feel that you have cause for dissatisfaction about any aspect of EHHC's service then you should first take this up with our Kettering office on (01536) 415373. If you feel that you have not received a satisfactory solution then you should refer your complaint to Tim Evans at our Kettering branch who will ensure that your complaint is properly dealt with.

**Notice of Right to Cancel**

Customised hearing aid instruments, hearing protectors or moulds are exempt from the Consumer Contract (Information, Cancellation and Additional Charges) Regulations 2013 due to health protection issues and hygiene reasons under part 3 section 28 (3)(a) of these regulations. This does not affect your statutory rights if the goods are faulty. Cancellation of any product that falls under this category (Customised products) will incur a deduction of £150.00 from any refund of monies if due.

For products that **do not** come under this exemption you may wish to cancel this contract and if so you must complete and return the detachable slip below within 30 calendar days of delivery of your hearing aids system. Once you have done this it is your responsibility to return any hearing aid system to us. The products must be returned in an 'as supplied' condition.

**Ongoing Service Provision**

EHHC are committed to help to look after your hearing aid system and should you have any problems or require any after sales service, assistance or adjustment to levels of amplification or simply wish to arrange an up to date assessment of your hearing then contact us on (01536) 415373 or visit your local centre. We are always able to answer any queries, supply accessories and help with any aspect of servicing of your hearing aids. We may also contact you periodically to make you aware of any developments with technology that we feel may be beneficial to maximise long term benefit.

**Guarantees**

All hearing aid systems provided by EHHC are covered by a comprehensive manufacturers guarantee. All guarantees cover the breakdown of components during normal use, but do not cover physical loss or damage. In the event that you need to make a claim under any guarantee please contact us. In the event that your instrument has to be sent away for repair and is covered by the guarantee there will be no charge provided that there is no evidence of misuse. The replaced aid will then have the same serial number and the remains of any guarantee will continue to until the originally agreed period (as detailed on your invoice) until which time all manufacturers obligations will cease. In the event that you experience problems outside of any guarantee then please contact us for assistance and full advice. We strongly advise that you insure your hearing system for cover against loss or accidental damage. We will discuss this with you on fitting.

In accordance with UK legislation all EHHC Hearing Aid Dispensers are registered with the Health and Care Professions Council and a copy of the Council's Code of Practice can be supplied upon request. The address is : HCPC, Park House, 184 Kennington Park Rd, London. SE11 4BU.

EHHC are registered with The British Society of Hearing Aid Audiologists (BSHAA) Customer Care Scheme. We treat our customers fairly and make their rights clear. If for any reason we are unable to resolve any problem and you believe you have cause to complain then you may contact The Conciliation Officer at BSHAA who will endeavour to solve your concerns. They can be contacted at : [www.bshaa.com](http://www.bshaa.com) or by telephoning (01543) 442155. Please contact EHHC if you require further information.

None of the above affects your statutory rights under UK Law.

**Cancellation Notice**

Complete, detach and return this portion of the form **ONLY IF YOU WISH TO CANCEL THE CONTRACT.**

This form may be used to exercise this right and can be delivered in person or sent by post – in which case you should obtain a Certificate of Posting. Please send this slip to :

Accounts Dept. Evans Hearing & Healthcare. 3 Station Rd. Kettering. NN15 7HH

Title :..... Initial :..... Surname :.....

Address :.....

Town :..... Post Code .....