

# What Audiocorp Offers to You, Our Client

When doing research about hearing aids and deciding what/where to buy, sometimes people forget or misplace certain details that may be important. In order to help with that, we've decided to list several facts about Audiocorp that you can take home and consider. Here is some of what we can offer (and guarantee) to you as our clients:

- 1) **Audiologists** – We will always have provincially and nationally certified audiologists on our staff. Audiologists are the recognized hearing health care experts in Canada and must complete a university Master's degree specializing in audiology before being certified in New Brunswick.
- 2) **Trial Period** – We offer a 90 day trial period with every hearing aid. If you aren't happy after 3 months we will gladly take it back and refund your money, or switch you to a different product to try at no charge. Not every hearing aid works for every person, so we will gladly try a different approach if our first attempt isn't successful.
- 3) **Follow-ups** – We see every client several times throughout the trial period to make sure you're happy with the products and to fix any problems you may have. We also schedule adequate time for every appointment (usually 30 minutes), so we can cover everything you want to talk about.
- 4) **Battery Provision** – Your first year of batteries are provided by Audiocorp at no additional cost to you. At the end of your trial period you will be given a box of batteries for your aids; once these are used up you simply return to our clinic and we provide batteries for the remainder of the first year.
- 5) **Cleaning & Adjustments** - There is no charge for any cleaning or hearing aid adjustment appointments for the entire life of the hearing aid. If your hearing aids last 10 years, we will work on them for free for 10 years.

- 6) **Warranty Period** – We offer a three (3) year warranty on hearing aids from three different manufacturers, Oticon, Unitron, and Phonak. This means we literally have dozens of hearing aids of all types and sizes that you get a third year of warranty on at no extra charge.
- 7) **Remote Controls** – We can fit you with hearing aids that use a remote control, making it easier to change the volume or program. You don't have to fiddle with small controls on the hearing aids themselves and it automatically adjusts both hearing aids at the same time. If your hearing aids are compatible with using a remote, and if you buy two hearing aids, these are often free.
- 8) **Product Knowledge** – Our staff regularly attends training seminars on new hearing aid technologies. We also welcome representatives from every major hearing aid manufacturer in Canada into our office to teach us how their products work. We are well versed in working with almost every hearing aid sold in the country; but, if by chance we don't know a particular product, we can contact the manufacturer directly to determine how to go about addressing your issues.
- 9) **Referrals** – Our three full-time audiologists can contact your family doctor and make recommendations on referrals should the need arise. Certain medical problems with the ear can be indicative of larger issues, our audiologists are trained to identify these problems and make appropriate referrals where necessary.

These are just some of the things we can outline for you that shows what we offer as a company. However, many of the intangibles that we offer cannot be listed on paper, which is why it's always best to sit down with one of our audiologists to discuss your specific situation. There is no charge for a consultation appointment with either of our audiologists; so, if you have questions regarding your hearing or hearing aids, please do not hesitate to schedule some time with us. This handout is intended to provide you with additional confidence in our professionals and some information on how they handle your delicate sense of hearing. We look forward to helping you and remember, there are no bad questions 😊