

The Discovery and Optimisation Phase

(60 Days)

You Make First Contact with Value Hearing

Are we a Good Match for Each Other?

\$95 Hearing Aid Assessment

Discover your **ONE** Ideal Solution out of hundreds available to you

We Consider Your: Needs/Preferences

Medical History

3D Hearing Assessment Results

Hearing Aid Fitting - Customisation & Orientation

Your Hearing Solution is accurately tuned to your unique hearing loss

You are trained to confidently **self-manage** your new hearing solution

You are educated on what to expect

We ensure initial **comfort** of sound and physical fit

Outcome Review & Optimisation two weeks later

We ensure you are achieving optimal outcome

We **optimise** your **Hearing** solution settings based on your feedback

We **revisit** important **management** aspects with you

Review difficulties and select other technology that might better suit your unique needs

Repeat review if outcome was not optimal at last visit

Not quite the right solution

60 Days after fitting

Not happy to continue

Return Hearing Aids for a Refund

60 DAY MONEY BACK GUARANTEE PERIOD

Assistance or Adjustment Appointments as Required

Happy with the Solution

Recall for Clean & Check Visit if not seen for 6 months

Clean & Check Recalls Ensure Optimal Long Term Benefit

You see your Clinician who:

- * **Checks** that your hearing aids are working optimally
- * **Readjusts** your Hearing Aid as required to your changing hearing and needs
- * Sends hearing aids away for **repair** if any issues are present which cannot be fixed locally

The Long Term Enjoyment Phase

(3 - 6 Years)

Hearing Aid Repair Appointments as Required

Recall for Clean & Check Visit including Hearing Check every second time

End of Warranty Check before your solution's warranty expiry

Hearing Aids carry at least a 3 Year Warranty

This **complimentary** visit ensures that your solution lasts well past the warranty expiry period

You are provided with **Loan Hearing Aids** for uninterrupted hearing whilst your devices are being serviced for free

All the visits referenced above take place, Face-to-Face with Our Own Hearing Care Professionals, in Our Own Clinics. This ensures Consistent Optimal Outcomes no matter which of our clinics you choose to attend.