



## There is a law

to assist and protect the deaf/hard of hearing public in the purchase of hearing instruments.

### THE ILLINOIS HEARING INSTRUMENT CONSUMER PROTECTION ACT

is administered by the ILLINOIS DEPARTMENT OF PUBLIC HEALTH.

## Should a Consumer

have an **INQUIRY** or **COMPLAINT** regarding a hearing instrument or dispenser, the **ILLINOIS DEPARTMENT OF PUBLIC HEALTH** will investigate and offer assistance.

For more information...

**You can call the**  
**Illinois Department of**  
**Public Health toll-free**  
**866-953-0903**  
**TTY**  
**(for deaf/hard of hearing only)**  
**800-547-0466**



**Illinois Department of Public Health**  
Division of Health Assessment and Screening  
Ridgely Building  
500 E. Monroe St.  
Springfield, IL 62701  
[www.idph.state.il.us](http://www.idph.state.il.us)

Printed by the Authority of the State of Illinois  
P.O.#379782 10M 5/09



# A Hearing Instrument

can be a good sound investment



**if...you**  
**purchase wisely**

# Remember these important facts...

- **MEDICAL CLEARANCE** from a licensed physician should be obtained before buying a hearing instrument. This identifies medically treatable conditions that affect your hearing.
- Obtain a **HEARING EVALUATION** from a licensed dispenser or clinical audiologist before purchasing a hearing instrument.
- Be sure the hearing instrument dispenser is **LICENSED** by the Illinois Department of Public Health.
- **A 30-BUSINESS-DAY TRIAL PERIOD IS REQUIRED BY LAW.** Make sure this and the cost of the trial period are stated in the contract.
- Ask about the **MANUFACTURER'S WARRANTY** or **SERVICE CONTRACT**. Find out what services each provides, what costs are involved and the time period they cover.
- Illinois law requires a dispenser who sells hearing instruments in a consumer's home to give **NOTICE OF CANCELLATION** to the buyer to cancel the purchase within three days of the sale.
- Make sure that the **DELIVERY DATE** of the hearing instrument is written in the contract.
- If possible, do not pay the full price of the hearing instrument in advance. Make a **DEPOSIT** and pay the balance when the hearing instrument is delivered.
- Ask about the dispenser's **REPAIR POLICY**. Can repairs be done at the office or must hearing instruments be mailed to the manufacturer? How long will these repairs take and are "loaner" instruments available?
- Keep all information received, such as **RECORD OF PURCHASE**, receipts, warranties, etc., for future reference.
- You may want to **BRING A FRIEND** along to assist you when you purchase a hearing instrument.
- A hearing instrument is an important investment. Don't be afraid to **ASK QUESTIONS** or seek a **SECOND OPINION**.
- If the hearing instrument is uncomfortable, causing problems or not working properly, **CONTACT YOUR DISPENSER IMMEDIATELY**.

