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
535 W. Jefferson St.
Springfield, IL 62761
www.idph.state.il.us

A Hearing Instrument can be a good sound investment
if...you purchase wisely
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.

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