

UNCG Speech and Hearing Center

300 Ferguson Bldg
Greensboro, NC 27402
Ph: 336-334-5939

Patient Name: _____ DOB: _____ File#: _____

Date: _____ Telephone #: _____ Received by: _____

HEARING INSTRUMENT SERVICE REQUEST

1. Please describe the problem? (i.e., no sound, buzzing, whistling)

2. When did the problem begin? _____

3. Have you tried anything to fix the problem? clean change the battery dehumidifier

Other _____

In-House Repair

Every effort will be made to repair your hearing instrument(s) in-house. In-house repairs may include tubing change or battery door replacements. Charges for in-house repairs on instruments that are out of manufacturer warranty *or* were not purchased from UNCG Speech and Hearing Center range from \$5.00 to \$50.00 per instrument.

I authorize UNCG Speech and Hearing Center to repair my hearing instrument(s) *in-house* for charges up to, but not exceeding \$50.00 per instrument.

Please call me with an estimate before providing repair service.

Manufacturer Repair

If your hearing instrument(s) must be sent to the manufacturer for repair, we will notify you. Manufacturer repairs generally take two weeks to return to the clinic. Manufacturer repairs will be no charge while your hearing instrument(s) is/are under warranty. *A repair charge will be assessed for hearing instrument(s) out of manufacturer warranty.* Repair charges typically include a 6 month to 1 year repair warranty. Additional charges will apply to have an instrument drop shipped directly to you.

I authorize The University of North Carolina at Greensboro, Speech and Hearing Clinic to send my hearing aid to the appropriate manufacturer for repair. If the hearing aid is out of warranty, I acknowledge that a charge of up to \$300.00 per hearing aid may be assessed.

Please call me with an estimate before sending instrument(s) to manufacturer for repair.

Patient Name (Print): _____

Patient Signature: _____

Date: _____

Thank you for choosing UNCG Speech and Hearing Center. Every attempt will be made to service your hearing instrument(s) within 48 hours of receipt. You should receive notification of the status of your repair within 48 hours.