

Terms and Conditions for Over-the-Counter (OTC) Hearing Aids

Virtual Screening and Compatibility:

1. Screening Requirement: Before purchasing an OTC hearing aid, you are required to complete a virtual screening to determine if your hearing loss level is compatible with our OTC devices.

2. Outcome of Screening: If you are unable to complete the screening, or if your hearing loss is found to be incompatible with OTC devices, we cannot sell you an OTC device under your hearing care program. We recommend that you contact us to book a comprehensive hearing exam with a licensed provider.

Returns:

If you are not satisfied with the OTC device, you may return it within sixty (60) days of purchase, provided it is returned in good condition. Upon return, you may explore prescription hearing aids under your plan benefits. Please contact us to check your eligibility and benefits for prescription devices.

Limited Liability:

Screening results for an OTC device are preliminary and based solely on the data you provided. This limited and initial assessment should and does not replace a comprehensive hearing care evaluation performed by a qualified healthcare professional. Amplifon is not responsible for any inaccuracies in the screening results from this preliminary screening.

Amplifon's liability for any performance issues related to the OTC device is limited to the purchase price paid for the device. Amplifon is not responsible for any indirect, incidental, or consequential damages resulting from the use or inability to use the OTC device. While we strive to ensure the OTC device functions properly, we do not guarantee uninterrupted or error-free performance. Amplifon is not liable for issues caused by improper use, third-party modifications, or external factors such as environmental conditions or compatibility with other devices. To the fullest extent permitted by law, Amplifon disclaims all other warranties, express or implied.

Device Fitting and Support:

You are solely responsible for fitting the OTC device. For troubleshooting and support, you should contact the manufacturer's support line. If you need professional hearing care or more comprehensive support, a prescription hearing aid from a licensed hearing care professional may be more appropriate.

Fraud Prevention / Identity Verification:

Identity verification is required during the screening process to protect against fraudulent use and ensure that the OTC device is provided to the intended individual experiencing the hearing concern.

By purchasing an OTC device from Amplifon, you acknowledge and agree to these Terms and Conditions. Please ensure you understand these terms before proceeding with the next steps of your OTC purchase.