

FILING A COMPLAINT

You should consider filing a complaint against a licensed hearing aid specialist if:

- The hearing aid specialist does not provide efficient, reliable, or dependable service and repairs;
- You are not provided with a written purchase agreement containing the hearing aid specialist's name, address, phone number, and license number, make and model of your hearing aid, the serial number required for repairs, and an explanation of all terms of the hearing aid sale and how to have your hearing aid serviced and maintained;
- Your purchase agreement does not disclose that the hearing aid specialist is not a physician and that any test conducted is not a medical examination;
- Your purchase agreement does not disclose your right to cancel the sale within three days of the purchase if sold outside of the hearing aid specialist's office;
- The hearing aid specialist encourages you to waive a medical examination;

- The hearing aid specialist does not keep records on your hearing loss tests, history, or purchase.
- The hearing aid specialist advertises a particular model or type of hearing aid and then it is not available for you to purchase.

ABOUT DPOR

The Virginia Department of Professional and Occupational Regulation (DPOR) strives to promote a positive business climate, ensure a competent workforce, and provide exceptional customer service. DPOR protects the public by verifying minimum competency, investigating complaints, and upholding professional compliance with state laws and regulations.



Virginia Board for Hearing Aid Specialists and Opticians

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Purchasing a Hearing Aid?



What Consumers Should Expect



Virginia Board for Hearing Aid Specialists and Opticians

WHAT IS A HEARING AID SPECIALIST?

A Hearing Aid Specialist is an individual licensed by the Virginia Board for Hearing Aid Specialists and Opticians who engages in the practice of fitting or dealing in hearing aids, who advertises or displays a sign or represents themselves as a person who practices the fitting or dealing of hearing aids. By law, only Hearing Aid Specialists may dispense hearing aids in the state of Virginia.

PURCHASING A HEARING AID?

So, you are considering purchasing a hearing aid — Do you know what to expect? Only Hearing Aid Specialists or Temporary Permit Holders under the supervision of a Hearing Aid Specialist may fit or dispense hearing aids in the state of Virginia.

Practicing as a Hearing Aid Specialist without a license is an unlawful act in Virginia.

Here are some facts you should know as you visit a Hearing Aid Specialist:

- Hearing aids need regular care. If a Hearing Aid Specialist contacts you in your home or outside of an established office, the specialist must give you a form telling you where to get service or maintenance.

- Only a licensed Hearing Aid Specialist can fit, adjust, and service your hearing aid. The specialist's license must be displayed in plain view of the public. If it is not, ask to see it. If the person is operating with a temporary permit, you should ask for the location of that person's sponsor. If the person is not licensed, immediately report it to the Board's Compliance and Investigations Division by calling (804) 367-8504.
- If a hearing aid is not new when sold or rented, the purchase agreement and hearing aid container must be clearly marked "used" or "reconditioned," whichever is applicable, with any terms of warranty.
- You may exchange or return your hearing aid within thirty (30) days of the date of delivery provided it is returned in satisfactory condition.
- If you are approached in your home for a hearing aid, State and Federal Law requires that you be advised of your right to cancel any sale within three (3) business days.
- When in doubt, contact the Board at (804) 367-8509.

ADDITIONAL RESOURCES

Virginia Department for the Deaf and Hard of Hearing **Toll-free** 1 (800) 552-7917 V/TTY or (804) 662-9502 V/TTY **(General information, resources and publications)**

Virginia Relay (VA Relay) **"711"** or **Toll-free** 1 (800) 828-1140 V/TTY **(Speech-to-Speech telecommunication service)**

Virginia Department of Agriculture and Consumer Services Office of Consumer Affairs **Toll-free** 1 (800) 552-9963 or (804) 786-2042 **(Extended Warranties and Home Solicitation Sales)**

Virginia Department for the Aging **Toll-free** 1(800) 552-3402 or (804) 662-9333 **(General information, resources and publications)**