

# Terms and Conditions

## Our Feature Promotion:

Bay Audiology is offering the following promotion, which is applicable to Private, ACC and MOH Subsidy Clients. These promotions are not available in conjunction with any other offer and cannot be redeemed for cash.

**(1) Upgrade from certain selected Bernafon hearing aids; Essential to Active hearing aids, Active to Advanced hearing aids, or Advanced to Elite hearing aids** – only available from 6 January 2020 to 28 February 2020.

- These terms and conditions set out some general terms and conditions that apply to all promotions (directly below), as well as particular terms and conditions which apply to each individual promotion.

## General terms and conditions:

- To be eligible for these promotions, client payment of the hearing aids must be made at time of fitting.
- Hearing aids must be ordered between 6 January 2020 to 28 February 2020.
- Offers valid for binaural and monaural purchase of hearing aids.
- Standard manufacturer warranty conditions apply to any hearing aids purchased.
- To the extent permitted by law, Bay Audiology can amend, vary, suspend or terminate these terms and conditions at any time.
- Bay Audiology employees and their families are not entitled to any of these promotions

## (1) Upgrade to the next level of technology

- Bay Audiology is offering a limited time special upgrade to the next level of technology, when a hearing device (any type) is traded in.
- Offer period is 6 January 2020 to 28 February 2020.
- Offer available on selected Bernafon manufactured devices only.
- The offer allows clients to upgrade from the following technology bands
  - Essential to Active technology
  - Active to Advanced technology
  - Advanced to Elite technology
- Veterans' Affairs, Insurance, Ministry of Health fully funded clients are not able to receive the upgrade offer.
- Clients who receive ACC funding must top-up one technology band above the fully funded device to be eligible for the upgrade offer.
- Offer cannot be used in conjunction with other discount offers and cannot be redeemed for cash.
- Hearing aids must be purchased between 6 January 2020 and 28 February 2020 from eligible Bay Audiology clinics.
- Full payment of the hearing aid(s) must be made at time of fitting.

## Our Standard Promotions:

- Throughout the period 6 January 2020 to 28 February 2020, Bay Audiology is offering the following promotions. These promotions are not available in conjunction with any other offer and cannot be redeemed for cash.
  - **(1) Free hearing check** for new and current clients 18 years and over.
  - **(2) Free consultation** for select clients.
  - **(3) 60-day money-back guarantee.**
  - **(4) Hearing aids from \$450.**
  - **(5) \$1,000 Government subsidy.**
  - **(6) Earn Airpoints Dollars™.**

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## General terms and conditions:

- To be eligible for these promotions, client payment of the hearing aids must be made at time of fitting. Hearing aids must be ordered between 6 January 2020 to 28 February 2020.
- Offers valid for binaural and monaural purchase of hearing aids.
- Standard manufacturer warranty conditions apply to any hearing aids purchased.
- To the extent permitted by law, Bay Audiology can amend, vary, suspend or terminate these terms and conditions at any time.
- Bay Audiology employees and their families are not entitled to any of these promotions.

## (1) Free hearing check:

- Bay Audiology is offering free hearing checks to new and current clients 18 years and over.
  - This is a basic screening check to determine if hearing loss is present.
  - If you suspect you have hearing loss, we may recommend a full diagnostic hearing test (\$79) so we can determine the extent of hearing loss and find the most suitable options for you.

## (2) Free consultation:

- Bay Audiology is offering free hearing consultations to select clients, who have recently seen us for a hearing check.
- To qualify, the client must have received a letter from Bay Audiology (addressed to the client) offering this to the client, and the client's free consultation booking needs to be made on or before 5:00pm 28 February 2020.
- The free consultation is to the value of \$79.

## (3) 60-day money-back guarantee:

- Hearing aids may be exchanged for other products (of the same or lesser value), or may be returned for a refund, within 60 days of purchase.
- Bay Audiology reserves the right to refuse to exchange or refund hearing aids where the hearing aid (including its parts) have not been returned or have been damaged or lost.
- Any refund paid will be the amount paid by the client only, which will not include any discounts or funders' contributions (e.g. Government Subsidy, Ministry of Health fully funded, Veterans' Affairs, ACC or insurance contributions).

## (4) Hearing aids from \$450

- \$450 price is the cost of a specific pair of hearing aids after the Government subsidy of \$1,022.22. The Government subsidy is available to all New Zealand citizens and permanent residents aged 16 years and over, once every six years only.
- Offer applies only to hearing aid models in the Bay Audiology Starter range.
- Audiologist may suggest alternative options that would better suit the needs of the client.

## (5) \$1,000 Government subsidy

- The Government subsidy of \$1,022.22 for a pair of hearing aids is available to New Zealand citizens and permanent residents aged 16 years and over, once every six years only.

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### (6) Earn Airpoints Dollars™

- You can earn 1 Airpoints Dollar™ for every \$115 (including GST) you spend when purchasing goods or services at any Bay Audiology clinic (excluding online purchases and third-party funding) and present your Airpoints card.
- Third-party funding may include any monetary contributions made not by the client or client's family (New Zealand Government subsidy, ACC, Veterans' Affairs, Insurance, Ministry of Health fully-funded, employer and others.)