



Compulsory Additional Requirements for online Hearing Aid Providers:

These requirements are in addition to the mandatory hearing aid provider recognition criteria and Our Ancillary Provider Terms:

1. Providers who deliver online hearing aid services must apply to Bupa directly for recognition as an Online Hearing Aid provider and must ensure that their provider details with Bupa are kept up to date.
2. Providers must be eligible Hearing Services Program (HSP) providers
3. Online hearing aid providers must operate a distribution centre located within Australia and must ensure the items supplied are fit for purpose.
4. Customers must have completed a comprehensive hearing assessment in-person with any qualified Audiologist or Audiometrist holding a QP number within 6 months prior to purchasing an online hearing aid. A copy of the test results and recommendations must be retained by the provider for a minimum of two years or longer if required to do so by law. This must be available to produce promptly at the request of Bupa or a Bupa nominated representative who is appointed to validate claims.
5. Providers must offer a maintenance agreement or aftercare service, effective for a minimum period of 12 months. Under this agreement, customers receive batteries, service and repair of their hearing aid(s).
5. Providers must offer customers a minimum 30-day trial period and/or a moneyback guarantee
6. Client care and after-sales care

Online hearing aid providers must have in place each of the following:

- A clear and accurate description of the devices sold online;
- Provision of operating and safety instructions and other relevant advice with the sale of the appliance/s;
- A customer service contact phone number available Monday to Friday during business hours 9:00am to 5:00pm Australian Eastern Daylight Time (AEDT), at a minimum;
- Appropriate product support including the provision of an owner's manual
- Customers must have an option to undertake after sales care including fitting, adjustments, servicing and repairs face-to-face in person if they have the need or preference to attend in-person
- Clear instructions on how to place an order, lodge a warranty claim, request a refund, return purchased appliances and access after sales care;
- A comprehensive terms and conditions policy outlining at a minimum the obligations of the buyer, returns and refunds, warranty, privacy and cancellation policies. These must be easily accessible via the company's website;
- Frequently asked questions which include questions relating to devices sold and terms and conditions; and
- Provision of, at a minimum, the manufacturer's warranty for all hearing aids available for purchase.