**About the Hearing Aid Repair Shop (HARS)**

At the Hearing Aid Repair Shop (HARS) we pride ourselves on repairing any make and model of hearing aid.

We’re a joint venture company, which is owned by Mary Hare School for deaf children and a large multi-national hearing aid company. We started out in 2002 and we’ve been providing a fast and efficient repairs service to our customers ever since. 50% of our profits go to Mary Hare School, so by having your hearing aid repaired with us you’re actively supporting the education of deaf children and young people from across the UK.

**Don’t replace your broken hearing aid – repair it**

Repairing your broken hearing aids, instead of replacing them, could save you £s. Our highly trained technicians have many years of experience in repairing all brands of hearing aids including; Widex, Phonak, Starkey, Oticon, Unitron, ReSound and Siemens (now Sivantos).

**Free no obligation quote**

If your hearing aids aren’t working send them to us for a free, no obligation quote. And if you decide not to go ahead with the repair, we’ll return it to you at no extra cost.

**Transparent pricing**

We offer a very clear pricing structure with no hidden extras. Our standard repair charge includes repair/replacement of all components except amplifiers, case and RIC units. If a repair is going to cost more than our standard repair charge we won't go ahead until you’ve given us the OK.

**6 month warranty**

Our standard repair comes with a 6 month warranty against component failure; excluding amplifiers, case and RIC units (unless the amplifier, case or RIC was repaired/replaced as part of your original repair), to give you complete peace of mind.

The HARS warranty doesn't cover damage due to; improper handling, accident, unauthorised repair, changes to ear physiology, fair wear and tear, solvents and aural secretions, loss or theft of the device, growth or the need for a new earmould, case, amplifier or RIC (unless the amplifier, case or RIC was repaired/replaced as part of your original repair).

**Fast turnaround time**

We understand how important it is for you to get your hearing aid back from repair as quickly as possible. So the turnaround time for most repairs is 2 - 3 working days.

**Servicing and accessories**

As well as repairs, we offer clean and check service. We also supply batteries, wax guards and accessories including; drying box kits, replacement drying pellets and hearing aid cleaning kits which you can buy online.

**First class customer service**

We pride ourselves on our customer service, but don’t just take our word for it. Take a look at what some of our customers say:

"Amazing turnaround. Great service from HARS. Friendly and helpful correspondence and I would highly recommend them. The only place I go to fix my hearing aids."

M Chapman

"Wonderful service - quick, comprehensive and very cost effective - I would recommend them to any hearing aid user!"

D Hall

“Thank you very much for the repair, excellent service. My husband now can hear clearly and I don’t have to shout at him….bliss.”

J Clark

**Find out more**

For more information about our service visit our website at [www.hars.co.uk](http://www.hars.co.uk) call us on 01635 48724 or email us at [info@hars.co.uk](mailto:info@hars.co.uk)

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