**Section 682.115 Thirty-Business-Day Return Privilege**

a) *All hearing instruments offered for sale must be accompanied by a 30-business-day return privilege.* (Section 4 of the Act)

1) At the time the hearing instrument is delivered, the licensed hearing instrument dispenser/audiologist shall furnish the consumer with a fully completed receipt or copy of the contract pertaining to the sale that contains a statement informing the consumer that he or she may return the hearing instrument for a refund within 30 business days, beginning on the date of delivery. In immediate proximity to the space reserved in the contract for the signature of the consumer, there shall be a statement, in bold 10-point type, in substantially the following form:

You, the buyer, may request a refund within 30 business days after delivery of the hearing instrument. This refund period extends to

.

(date)

2) If a nonrefundable fee will be withheld from the consumer in the event of return, the dollar amount shall be clearly stated in 10-point bold type on the face of the receipt or contract provided to the consumer.

b) If the hearing instruments and/or accessories are returned to the manufacturer/supplier for adjustment or repair during the 30-business-day refund period, the refund period will be extended by the number of days that the hearing instrument is not in the possession of the consumer, affording the consumer the remainder of the refund period. The extension shall be provided to the consumer in writing in substantially the following form:

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | is | |
| (Purchaser) | |  | |
| being afforded an extended refund period through | | |  |
|  | | | (date) |
| on the hearing instruments with the following serial numbers: | | | |

|  |  |
| --- | --- |
| Signed: |  |
|  | (Licensed Dispenser/Audiologist) |

(Source: Amended at 35 Ill. Reg. 10312, effective June 17, 2011)