



MACKAY HEARING MOXI ALL HEARING AID TRIAL TERMS AND CONDITIONS

Updated 16/06/2018

1. Introduction

- 1.1 These Terms and Conditions shall be binding on you when volunteering in the 'Moxi™ All Hearing Aid Trial' campaign operated by MACKAY HEARING.
- 1.2 No purchase or payment is necessary to enter the 'Moxi™ All Hearing Aid Trial' campaign.
- 1.3 Entry and participation in the 'Moxi™ All Hearing Aid Trial' campaign shall be deemed an unconditional acceptance by you of these Terms and Conditions.

2. Eligibility

- 2.1 You must be an Australian resident.
- 2.2 No person may participate in the campaign more than once.
- 2.3 You must be at least 18 years old to participate, and proof of age may be required.
- 2.4 The 'Moxi Hearing Aid Trial' will be offered from 8:30am Wednesday, 18 April 2018 and all enquiries for bookings must be received by 5.00pm Friday 29 June 2018 (AEST).
- 2.5 Appointments are to be booked during the normal operating hours for MACKAY HEARING as listed on the website and carried out no later than Saturday 1 September 2018.

3. Confidentiality

- 3.1 The information collected will only be accessed by employees of MACKAY HEARING.
- 3.2 All information will remain confidential and not sold/passed on to other entities.

4. The Campaign

- 4.1 The Unitron Moxi™ All will be offered as a free trial with rechargeable batteries and a battery recharger.
- 4.2 The 'Moxi™ All Hearing Aid Trial' will be offered from Wednesday 18 April 2018 to 5.00pm Friday 29 June 2018 (AEST).
- 4.3 A 30-minute appointment will be arranged either over the phone, online or over the counter for a free hearing screen and hearing aid set up.
- 4.4 If the results from the hearing screen indicate a participant's hearing loss falls within the fitting criteria of the Unitron Moxi™ All hearing aid with a dome fitting, then the appropriate hearing aids will be programmed and there will be no charge.
- 4.5 If the results from the hearing screen indicate a participant's hearing loss falls within the fitting criteria of the Unitron Moxi™ All hearing aid but requires an earmould to be fitted, then a minimal charge of \$20 per earmould will be charged and another 30-minute appointment will be made to program and fit the device.
- 4.6 Participants are entitled to a trial of the abovementioned hearing devices for 4 weeks. A second 30-minute appointment will be booked for the return of the devices. The hearing devices remain the property of MACKAY HEARING. The participant takes full responsibility for the devices whilst they are in their care. The participant will pay for any damage or loss incurred to the trial hearing devices whilst they are trialed by that participant.
- 4.7 If the trialed hearing devices are not returned to MACKAY HEARING in full working order by the end of the trial date then the participant will be held liable for the cost of the Flex:TRIAL hearing devices and MACKAY HEARING reserve the right to deduct the full cost of the FLEX:TRIAL hearing devices (\$200 per device).
- 4.8 Participants are required to provide genuine feedback on the performance of the devices either through the "My Rating App" or completing a survey form at the end of the participant's trial period.
- 4.9 The Moxi™ All Hearing Aid:
 - (a) requires a TV connector accessory to connect wirelessly to televisions
 - (b) is subsidised, but not 'free to client' through the Federal Government's Hearing Services Program

5. Jurisdiction

- 5.1 MACKAY HEARING may change these Terms and Conditions at any time.