

HOME VISITING TERMS AND CONDITIONS

Perfect Hearing (the service provider), in the course of its business, offers to provide you (the customer), an appointment for an audiologist to come to your house for audiology services (hearing test) or follow up session (hearing aid adjustment) subject to your acceptance of the following terms and conditions:

1. The first home visit session has a cost of RM 100.00 per session as **home visit fee** and must be paid **BEFORE** services are rendered. (*Home visit fee is known as transportation and labor charge*).
2. For every hearing aid purchase, the customer is entitled to **four times FREE** home visit after-sale services.
3. Home visit fee for the fifth session and above will cost RM 100.00 per session.
4. This home visit service is only available in **15 km** radius from our branches. (Shah Alam, Bandar Sri Permaisuri, Bandar Baru Bangi, Melaka, Johor Bahru & Bukit Mertajam).
5. Perfect Hearing will charge you based on any test that conducted during the visiting period.
6. Perfect Hearing reserves the right to change, modify or amend the fee (audiology fee) at any time without prior notice.
7. The customer cannot have another home visit within 7 days for the same reason.
8. All home visit appointments will be booked to commence during our normal working hours of, 9.00am - 5.00pm Monday to Friday, unless specifically stated otherwise by ourselves.
9. Appointments will be scheduled for the earliest availability of an appropriately qualified audiologist.
- 10. The customer must prepare a room that suitable to run the hearing test.**
11. Whilst we will endeavour to fulfill all appointments, there may be occasion, due to circumstances outside of our control, when we are unable to do so. In these circumstances we will contact you as soon as is reasonably possible in order to arrange an alternative date.
12. If you are unable to provide our audiologist with access to the property on the agreed date, you must contact us as soon as possible and at least before 12.00 pm on the day preceding the agreed appointment in order to arrange an alternative date.
13. Our audiologist will endeavour to contact you **30 minutes** prior to your appointment in order to provide you with notice of arrival. Should we be unable to contact you, for whatever reason, our audiologist will proceed to attend the appointment.
14. You are responsible for providing adequate parking for our audiologist.
15. Our audiologist must not be left in the property alone and a suitable adult must be present in the property at all times during the appointment.
16. Our audiologists are entitled to work in a smoke free environment and as such you are required to ensure that the audiologist is not exposed to active smoking whilst he/ she is within the property.
17. It is your responsibility to **ensure that pets are away** from the area where the audiologist needs to work.
18. We reserve the right to cancel an appointment and to retain the home visit fee should legal parking not be provided, or if we are unable to obtain clear and safe access to the property or if we have reason to believe that the health and safety of our audiologist cannot be guaranteed.

19. You are required to provide telephone contact numbers, home address and email to enable us to contact you in the course of arranging and fulfilling your appointment.
20. In the course of arranging and fulfilling your appointment we may choose to contact you in one or more of the following ways: phone, text, email.

DATA PROTECTION

1. Your details will be held and used by Perfect Hearing and selected companies acting on our behalf in order to provide a service to you. We may disclose your information to our service providers and agents for this purpose. We may also use your data for marketing and promotions purposes.
2. Perfect Hearing may amend and update the agreement at any time. Amendments will be effective upon Perfect Hearing posting of such updated terms at this location or in the amended policies (if any) or supplement terms (if any) on the applicable service(s).

We reserve the right at any time to: 1) change the terms and conditions of this agreement, 2) change the site or the service: including eliminating or discontinuing any feature of the service or any content on the site, 3) changes any fees or changes for use of the site and the service. By requesting a home visit service you are agree to the terms and conditions of this agreement.

It is important that you read carefully and understand the terms and conditions of this agreement. Please note that using the service, you are deemed to have accepted the terms and conditions of this agreement and the privacy policy, and to receive notices of amendments and modifications to this agreement.