

Shipping repairs directly to Phonak Australia

How to ship hearing aids that require repair during COVID-19 closures

For your convenience, your Hearing Care Professional has arranged for you to send your hearing aid directly to Phonak for service or repair. **Please carefully follow the instructions below to ensure the safe and efficient handling of your hearing aid/s:**

1. To ensure your device/s arrive safely and in good time, utilise a courier service or a registered express post satchel (shipping fees will be at your expense). Phonak will return your device/s directly to you following repair.
2. Include the following information with your device/s. Be sure to print legibly so that Phonak can accurately transcribe your address for the return label. Illegible writing may result in delays:
 - a. Clinic name and address (or clinic account number if you have this information)
 - b. The name of the clinician who authorised your repair
 - c. The phone number of the clinician above
 - d. Your full name
 - e. Your complete address, including postcode
 - f. Your phone number
 - g. A description of the problem
 - h. Serial number/s of all devices being sent in
3. Package your hearing aid carefully with plenty of padding to ensure it doesn't get damaged in transit.
4. The shipping label on your package should read:
To: Phonak Australia
12 Inglewood Place
Norwest NSW 2153
(Ph: 1800 809 321)
5. You must retain a copy of the tracking number for your own records, to refer to in the event of loss or damage during shipping. Tracking numbers are required for loss claims.
6. Phonak will repair the hearing aid and send it directly back to you. If no one is home to receive the package, the courier will leave a notice for you with instructions about where to collect it.

Please note:

On occasion, when a hearing aid stops working and is sent to a manufacturer for repair, the settings stored inside the device are lost due to damage to the hearing aid (e.g. wax, moisture, etc.). Typically when this happens, Phonak would work directly with your clinician, who would restore the settings using their hearing aid software. Phonak will attempt to retrieve your settings should this occur, however if this is not possible, Phonak cannot repair your device. In this case, it may be necessary to send the device back to you unrepaired, to be further assessed by your clinic.

IMPORTANT: To protect our employees, please refrain from sending devices for repair which have come into contact with anyone who has a confirmed case of (or exposure to) COVID-19.