

## Hearing Aid Repair Options

### 1. Mail to VA Boston Audiology

Please call the Audiology main office at 857-364-4730 to request a postage page mailing label be sent to you.

Preparation for mailing:

- Wrap the broken hearing aid in protective packing material. Remove the battery, if not rechargeable.
- Include a note in the box with the following information:
  - Veteran's name, last four digits of SSN, and phone number
  - return shipping address
  - description of problem. For example: dead, weak, broken battery door, dropped on ground, etc.
- Send only your hearing aid. Do not send cases or earmolds.
- Wrap the box securely with packaging tape.
- Use the pre-addressed mailing label provided to you.

Once your hearing aid is received in the clinic, it will either be repaired in house or sent to the manufacturer for repair dependent on the severity of the problem.

### 2. Hearing Aid Repair Drop Boxes

Jamaica Plain- Main building near screening station mounted on a stanchion

Brockton - Building 3 lobby right hand side on the wall

West Roxbury- Building 3 at patient main entrance, left side on the wall

Instructions for Drop Box:

- Please place device(s) in a labeled and sealed envelope or bag. Please do not use a box- it will not fit inside the drop slot.
- Include Veteran's name, last four digits of SSN, and phone number, return shipping address, - description of problem. For example: dead, weak, broken battery door, dropped on ground, etc.
- Insert into slot on top of locked box.

Devices will be delivered to the Audiology Clinic on Tuesdays and Fridays and returned to Veteran via mail immediately following repair.

### 3. Face to Face or Virtual Visit

Please call your Audiologist or the Audiology main office at 857-364-4730 if you are in need of a face to face visit or if you think you could benefit from a virtual visit to have your hearing aid repaired. The VA is now offering virtual remote hearing aid adjustments through a smart phone application. Please contact your Audiologist to see if your hearing aid is compatible for this.