BELLBIRD HEARING

Terms of Trade

Effective date: 1st April 2026

These Terms of Trade apply to services and products supplied by Bellbird Hearing at our Christchurch and Timaru clinics. By booking an appointment, requesting services or purchasing products from Bellbird Hearing, you agree to these terms.

1. Services and Fees

Bellbird Hearing provides hearing assessments, hearing aid consultations and fittings, ear wax removal, hearing aid servicing, repairs and related services.

- Our current fees will be explained or made available before services are provided.
- Any quoted prices are based on the information available at the time and will be confirmed with you before proceeding.
- If additional services or costs are identified, we will discuss these with you before undertaking the additional work.
- All prices are in New Zealand dollars and include GST where applicable, unless otherwise stated.

2. Payment Terms

- **Payment is due on the day of your appointment**, unless alternative arrangements have been agreed in advance by Bellbird Hearing.
- Payment for products, hearing aids, repairs and other services is due when the products are supplied or the services are completed, unless otherwise agreed.
- Where an account has been approved for payment at a later date, the agreed payment date will be shown on your invoice.
- Any payment arrangement outside our standard terms must be approved by Bellbird Hearing management.
- Where payment is being made by a funding organisation, payment will be subject to the relevant funding approval and payment arrangements.
- Please contact us promptly if you are experiencing difficulty making payment so that we can discuss the situation.

3. Funded Services – ACC, Veterans' Affairs and Ministry of Health

Where services or products are funded in full or in part by ACC, Veterans' Affairs, the Ministry of Health or another funding organisation:

- Funding is subject to the relevant organisation's eligibility criteria, approval and payment conditions.
- Bellbird Hearing will assist with applications and supporting documentation where appropriate.
- Any client contribution, surcharge or additional cost not covered by the funding organisation will be discussed with you before the service or purchase proceeds.
- If funding is declined, reduced or withdrawn, you will only be responsible for costs that have been explained to you and agreed in advance.
- Where funding has been approved, Bellbird Hearing will invoice the relevant funding organisation in accordance with its payment requirements.

4. Overdue Accounts and Recovery of Costs

If payment is not received by the due date, Bellbird Hearing may contact you to request payment and seek to resolve the outstanding account.

If an account remains unpaid, Bellbird Hearing reserves the right to refer the outstanding balance to an external debt collection agency, including Baycorp, for recovery.

Where an account is referred for collection, you may be responsible for reasonable debt collection fees, agency charges and reasonable legal costs incurred in recovering the outstanding amount, to the extent permitted by law and disclosed in these Terms of Trade.

Bellbird Hearing may disclose relevant personal information to a debt collection agency where necessary to recover an outstanding debt and in accordance with the Privacy Act 2020.

If you believe an invoice is incorrect or wish to dispute an amount, please contact us as soon as possible so the matter can be reviewed.

5. Hearing Aid Purchases and Trials

- Hearing aid recommendations are based on your hearing assessment, communication needs, preferences and individual circumstances.
- We will discuss the recommended hearing aid options and associated costs before proceeding with a purchase.

- Where a hearing aid trial or satisfaction guarantee is offered, the applicable trial period and conditions will be provided to you in writing.
- Any refund or exchange will be subject to the agreed trial conditions and your rights under the Consumer Guarantees Act 1993.
- Hearing aids should be used and maintained in accordance with the instructions provided.

6. Repairs and Servicing

- Repair and servicing costs will be discussed with you before work is undertaken, where reasonably practicable.
- If additional faults or costs are identified during a repair, we will contact you for approval before proceeding.
- Repairs may be subject to manufacturer warranties and applicable warranty conditions.
- Bellbird Hearing will advise you of any available warranty coverage where relevant.

7. Appointments and Cancellations

We ask that you provide as much notice as possible if you need to cancel or reschedule an appointment.

Please contact your clinic directly if you are unable to attend.

Repeated short-notice cancellations (less than 24 hours' notice) may result in a cancellation fee of up to the full appointment fee. Any applicable fee will be discussed with you before it is charged.

Bellbird Hearing reserves the right to waive cancellation fees at its discretion.

8. Consumer Rights and Guarantees

Bellbird Hearing is committed to providing professional services and products with reasonable care and skill.

Nothing in these Terms of Trade is intended to limit or exclude your rights under the Consumer Guarantees Act 1993, Fair Trading Act 1986 or any other applicable New Zealand legislation.

Where a product or service does not meet the guarantees required by law, you may be entitled to an appropriate remedy.

9. Privacy and Personal Information

Bellbird Hearing collects and holds personal information to provide hearing healthcare services, manage appointments, process payments, administer funding applications and communicate with you.

We may share relevant information with:

- ACC, Veterans' Affairs, the Ministry of Health and other funding organisations where required to process claims or funding.
- Hearing aid manufacturers and suppliers where necessary for fitting, servicing, repairs or warranty claims.
- Other healthcare professionals where appropriate and authorised.
- Debt collection agencies where necessary to recover overdue accounts.

We handle personal information in accordance with the Privacy Act 2020 and our Privacy Policy.

10. Contacting Bellbird Hearing

If you have any questions about these Terms of Trade, an invoice or a payment arrangement, please contact our team.

Christchurch Clinic

240 Ilam Road, Christchurch

Phone: 03 351 1172

Timaru Clinic

245 Otipua Road, Timaru

Phone: 03 683 1545

Bellbird Hearing – Helping you hear life fully.