

CONSUMER PROTECTION LAWS

| STATE | TRIAL PERIOD | REFUND | COMPLAINTS |
|--------------|--|---|---|
| AK | 30 days (60 days if dispenser is <u>not</u> a physician or audiologist). | Refund of full purchase price less 10% and cost of ear molds. | Dept. of Commerce, Community and Economic Development. www.law.state.ak.us/departments/civil/consumer/cp_complaint.html Office of the Attorney General Attorney General Daniel S. Sullivan PO Box 110300, Juneau, AK 99811-0300 907.465.2133 Fax: 907-465-2075 E-mail: attorney_general@alaska.gov |
| AL | None required. Right to cancel matter of sales contract. | Dependent on terms of sales contract. | Office of Attorney General, Consumer Affairs Division. http://www.ago.state.al.us/consumer_form.cfm Office of the Attorney General 500 Dexter Avenue, Montgomery, AL 36130 Consumer Affairs Division: 800.392.5658 |
| AR | None required. | None required. | Health Care Bureau of Consumer Protection Division. http://www.ag.state.ar.us/consumers_consumer_complaints.html Office of the Attorney General 323 Center Street, Suite 200, Little Rock, AR 72201 501.682.2007 or 800.482.8982 |
| AZ | None required. | None required. | Arizona Dept. of Health Services. http://www.azdhs.gov/als/hadisp/index.htm Arizona Department of Health Services, Division of Licensing Services 150 N. 18th Avenue, Suite 460, Phoenix, AZ 85007 602.364.2079 Fax: 602.364.4769 For complaint form: http://www.azdhs.gov/als/forms/complain.pdf |
| CA | 30 days. | Total amount paid. | Hearing Aid Dispensers Bureau. www.dca.ca.gov/hearingaid/consumers/complaint.shtml 1625 North Market Blvd., Suite S-202, Sacramento, CA 95834 916.574.7990 Fax 916.574.8645 E-mail: hearingaid@dca.ca.gov |

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| CO | 30 days. | Refund of full purchase price less cost of material and manufacturer's return fee. | Dept. of Regulatory Agencies, Division of Registrations. www.dora.state.co.us/reg_investigations/file_complaint.htm Office of Attorney General 1525 Sherman Street, Denver, CO 80203 303.866.4500 Fax: 303.866.5691 Attorney.General@state.co.us Consumer Line: 800.222.4444 |
| CT | 30 days. | Refund of full purchase price, but cancellation fee up to 12% may be assessed. | State of Connecticut, Department of Public Health. Practitioner Investigations Unit 410 Capitol Avenue, MS#12HSR PO Box 340308, Hartford, CT 06134-0308 860.509.8000 http://www.ct.gov/dph/cwp/view.asp?a=3121&q=387678&dphNav_GID=1821&dphNav= http://www.ct.gov/dph/lib/dph/practitioner_licensing_and_investigations/applications/pdf/hisapp.pdf <i>Note: Statute re: regulation of Hearing Instrument Specialists appears on pp 12-18</i> http://www.ct.gov/dph/lib/dph/practitioner_licensing_and_investigations/plis/inv/petition_form.pdf |
| DC | 30 days. | Refund of full purchase price less amount up to 5% plus cost of ear mold. | Department of Consumer & Regulatory Affairs. http://dcra.dc.gov/dcra/frames.asp?doc=/dcra/lib/dcra/services/consumer_protection/cons_complaint_form.pdf Office of Consumer Protection Consumer Complaint Form Mail to: DCRA, Office of Consumer Protection 941 North Capitol Street, NE #1100, Washington, DC 20002 Consumer Protection Hotline: 202.442.4615, between 8:15 & 4:45 pm, Monday through Friday. Fax: 202.478.9296 |

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| DE | None required. | None required. | Dept. of Justice, Division of Consumer Affairs. www.attorneygeneral.delaware.gov/consumers/protection/complaint.shtml Delaware Department of Justice, Consumer Protection Division Carvel State Office Bldg. 820 N. French Street, Wilmington, DE 19801 Consumer Protection Hotline: 800.220.5424-Toll-Free, 302.577.8600 |
| FL | 30 days. | Refund of full purchase price less up to 5% and cost of ear molds (up to \$150 - \$200). | Division of Consumer Services. http://www.800helpfla.com/complnt.html Florida Department of Agriculture and Consumer Services Division of Consumer Services, Terry Lee Rhodes Building 2005 Apalachee Parkway, Tallahassee, FL 32399-6500 800.435.7352 - Florida only 850.488.2221 - Calling from outside of Florida |
| GA | None required. Right to cancel matter of sales contract. | Dependent on terms of sales contract. | Governor's Office of Consumer Affairs. www.georgia.gov/00/channel_title/0,2094,5426814_39102589,00.html 2 Martin Luther King Jr. Drive SE - Suite 356, Atlanta, GA 30334-4600 404.651.8600 or 800.869.1123 (Toll-free in Georgia, outside of the metro Atlanta calling area) |
| HI | None required. | None required. | Dept. of Commerce & Consumer Affairs, Office of Consumer Protection. http://hawaii.gov/dcca/areas/ocp/consumer_complaint/ Follow the links on Home Page To call or contact go to: http://hawaii.gov/dcca/ocp/contact Honolulu office (main location) Leiopapa A Kamehameha Building 235 South Beretania Street, Suite 801, Honolulu, HI 96813 586.2630 Fax: 586.2640 Hilo office 345 Kekuanaoa Street, Suite 12 Hilo, HI 96720 808.933.0910 Fax: 808.933.8845 Wailuku office 1063 Lower Main Street, Suite C-216 Wailuku, HI 96793 808.984.8244 Fax: 808.243.5807 |

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| IA | None required. | None required. | Office of Attorney General, Consumer Protection Division. www.state.ia.us/government/ag/file_complaint/index.html . 1305 E. Walnut Street, Des Moines IA 50319 515.281.5926 or 888.777.4590 Fax: 515.281.6771 |
| ID | 30 days. | Refund of full purchase price. | Board of Hearing Aid Dealers and Fitters. http://www2.state.id.us/ag/consumer/general/complaintforminfo.htm . Consumer Protection Division 954 W. Jefferson, 2nd Floor, Boise, ID 83720 208.334.2424 or Toll Free in Idaho 800.432.3545 Fax: 208.334.4151 |
| IL | 30 days. | Refund of full purchase price, but restocking and dispensing fees may be withheld. | Office of Attorney General, Consumer Protection Division. www.illinoisattorneygeneral.gov/consumers/filecomplaint.html Chicago Main Office 100 West Randolph Street, Chicago, IL 60601 312.814.3000 / TTY: 1.800.964.3013 Springfield Main Office 500 South Second Street Springfield, IL 62706 217.782.1090 TTY: 877.844.5461 Carbondale Main Office 1001 East Main Street Carbondale, IL 62901 618.529.6400/6401 TTY: 877.675.9339 |
| IN | None required. Right to cancel matter of sales contract. | Dependent on terms of sales contract. | Office of Attorney General, Division of Consumer Protection. www.indianaconsumer.com/filecomplaint.asp 302 W. Washington Street, 5th Floor, Indianapolis, IN 46204 For complaint form, call: 800-382-5516 or 317.232.6330 |
| KS | None required. Right to cancel matter of sales contract. | Dependent on terms of sales contract. | Office of Attorney General, Consumer Protection Division. www.ksag.org/page/file-a-complaint E-mail: Kansas Attorney General Steve Six Memorial Hall, 2nd Floor 120 SW 10th Street, Topeka, KS 66612 785.296.2215 or 888.428.8436 Fax: 785.296.6296 |

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| KY | 30 days. | Refund of full purchase price less up to 10%. | Kentucky Licensing Board for Specialists in Hearing Instruments. http://his.ky.gov/complaints.htm . Carolyn J. Benedict (formerly Kyler), Board Administrator E-mail: Carolyn.Kyler@ky.gov PO Box 1360, Frankfort, KY 40602 Office: 502.564.3296, Ext. 239 Fax: 502.696.5230 |
| LA | 30 days. | Amount withheld from purchase price dependent on terms of sales contract. | Office of Attorney General, Consumer Protection Section. www.ag.state.la.us/Article.aspx?articleID=36&catID=0 Office of the Attorney General, Consumer Protection Section PO Box 94005, Baton Rouge, LA 70804-9005 Consumer Protection Hotline: 800.351.4889 Fax: 225.326.6499 |
| MA | 30 days. | Refund of full purchase price less specified costs up to 20%. | Board of Registration of Hearing Instrument Specialists. www.mass.gov/?pageID=ocamodulechunk&L=4&L0=Home&L1=Government&L2=Our+Agencies+and+Divisions&L3=Division+of+Professional+Licensure&sid=Eoca&b=terminalcontent&f=dpl_consumer_have_compliant&csid=Eoca Division of Professional Licensure, Office of Investigations 239 Causeway Street, Suite 400, Boston, MA 02114 617.727.7406 |
| MD | 30 days. | Refund of full purchase price less 10%, but up to 20% if certain expenses exceed 10%. | Office of Attorney General, Consumer Protection Division. www.oag.state.md.us/Consumer/complaint.htm Office of the Attorney General, Consumer Protection Division Health Education and Advocacy Unit 200 St. Paul Place, 16th Floor, Baltimore, MD 21202 410.528.1840, Toll-free in Maryland: 877.261.8807 Fax: 410.576.6571 |
| ME | 30 days, but 60 days if physician or audiologist provides <u>medical</u> reason to cancel. | Refund of full purchase price less cost of ear molds and lab fees. | Office of Attorney General, Consumer Protection Division. www.maine.gov/ag/consumer/complaints/index.shtml Attorney General's Consumer Information and Mediation Service 6 State House Station, Augusta, ME 04333 207.626.8800, TTY: 207.626.8865 |

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| MI | None required. Right to cancel matter of sales contract. | Dependent on terms of sales contract. | Office of Attorney General, Consumer Protection Division. www.michigan.gov/ag/0,1607,7-164-17331-42077--,00.html . Michigan Bureau of Health Professionals PO Box 30670, Lansing, MI 48909-8170 517.335.0918, Complaint Hotline: 800.882.6006 |
| MN | 45 days. | Refund of full purchase price less a fee of up to \$250. | Office of Attorney General, Consumer Services Division. www.ag.state.mn.us/Consumer/Complaint.asp Office of Minnesota Attorney General Lori Swanson 1400 Bremer Tower, 445 Minnesota Street, St. Paul, MN 55101-2131 651.296.3353 800.657.3787 |
| MO | None required. Right to cancel matter of sales contract. | Dependent on terms of sales contract. | Board of Examiners for Hearing Instrument Specialists. http://pr.mo.gov/hearing-complaint-forms.asp Don Eggen, Chief Investigator, Division of Professional Registration PO Box 1335, Jefferson City, MO 65102 573.526.0162 Fax: 573.751.5649 800.735.2966 TTY Relay Missouri / 800.735.2466 Voice Relay Missouri |
| MS | None required. | None required. | Office of Attorney General, Consumer Protection Division. www.ago.state.ms.us/index.php/sections/consumer/complaints Consumer Protection Division Office of the Attorney General PO Box 22947, Jackson, MI 39225-2947 601.359.4230 or in Mississippi: 800.281.4418 Fax: 601.359.4231 |
| MT | 30 days. | Refund of full purchase price less "dispensing fee." | Board of Hearing Aid Dispensers. http://mt.gov/dli/bsd/license/bsd_boards/complaints/complaint_ha.pdf State of Montana, Board of Hearing Aid Dispensers Montana Department of Labor and Industry 301 South Park, PO Box 200513, Helena, MT 59620-0513 406.841.2395 |

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| NC | None required. | None required. | Dept. of Justice, Consumer Protection Division. www.ncdoj.com/getdoc/fdbee1c7-c2a9-4f67-91b2-bb50beea1c0a/2-2-12-File-a-Complaint.aspx Department of Justice 9001 Mail Service Center, Raleigh, NC 27699-9001 919.716.6000, 877.566.7226 – Toll free in NC |
| ND | None required. | None required. | Office of Attorney General, Consumer Protection and Antitrust Division. www.ag.state.nd.us/CPAT/PDFFiles/SFN7418.pdf Consumer Protection Division, Office of Attorney General Gateway Professional Center 1050 East Interstate Avenue, Suite 200, Bismarck, ND 58503-5574 701 328-3404, 800 472-2600 |
| NE | None required. | None required. | Commission for the Deaf and Hard of Hearing. www.ncdhh.ne.gov/complaint_submit_form.html Office of the Attorney General 2115 State Capitol, Lincoln, NE 68509 Main Office: 402.471.2682 / Main Office Fax: 402.471.3297 Consumer Protection Division (Toll-free): 800.727.6432 |
| NH | 30 days. | Refund of full purchase price less amount up to | Department of Justice, Consumer Protection and Antitrust Bureau. www.egov.nh.gov/consumercomplaint/ Office of the Attorney General Consumer Protection and Antitrust Bureau 33 Capitol Street, Concord, NH 03301 603.271.3641 Fax: 603.223.6202 |

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| NJ | None required. | None required. | <p>Division of Consumer Affairs <i>OR</i> Hearing Aid Dispensers Examining Committee. www.state.nj.us/lps/ca/ocp/ocpform2.htm 124 Halsey Street, Newark, NJ 07102 Consumer Hotline: 973.504.6200 800.242.5846 Toll-free New Jersey only. Fax: 973.273.8035</p> <p>For complaint form: www.state.nj.us/lps/ca/complaint/hearcom.pdf Division of Consumer Affairs, State Board of Medical Examiners Hearing Aid Dispensers Examining Committee PO Box 45038, Newark, NJ 07101</p> |
| NM | None required. | None required. | <p>Office of Attorney General, Consumer Protection Division. www.nmag.gov/office/Divisions/CP/complaint.aspx Consumer Protection Division PO Drawer 1508, Santa Fe, NM 87504 800.678.1508 / 505.827.6060</p> |
| NV | 30 days. | Refund of full purchase price less fitting fee of \$150 or 20%, whichever is less. | <p>Hearing Aid Board. PO Box 195, Carson City, NV 89702 702.571.9000 (Las Vegas) http://hearingaidboard.nv.gov/HAS-laws.htm http://hearingaidboard.nv.gov/forms/Complaint.pdf</p> |
| NY | 45 days. | Dispenser is allowed to retain an amount up to 10% of the total purchase price | <p>Consumer Protection Board. www.nysconsumer.gov/complaint.htm New York State Consumer Protection Board Consumer Assistance Unit 5 Empire State Plaza, Suite 2101, Albany, NY 12223-1556 800.697.1220 Fax: 518.486.3936</p> |

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| OH | 30 days. | Refund of full purchase price less amount for expenses as specified in sales contract. | Office of Attorney General, Consumer Protection Section. www.ohioattorneygeneral.gov/files/Forms/Forms-for-Consumers/Consumer-Complaint-Form.aspx Consumer Protection Section 30 E. Broad Street, 14th Floor, Columbus, OH 43215-3400 800.282.0515 |
| OK | 30 days. | Refund of full purchase price less 10% or \$150, whichever is less. | Office of Attorney General, Consumer Protection Unit. www.oag.state.ok.us/oagweb.nsf/ccomp.html 313 NE 21st Street, Oklahoma City, OK 73105 405.521.3921 918.581.2885 |
| OR | 30 days. | Refund of full purchase price less 10% or \$250, whichever is less. | Oregon Health Licensing Agency. www.oregon.gov/OHLA/Global/Consumer_Help.shtml#Complaints by Profession Oregon Health Licensing Agency (OHLA) 700 Summer Street, NE, Suite 320, Salem, OR 97301-1287 503.378.8667 Fax: 503.370.9004 |
| PA | 30 days. | Refund of full purchase price less 10% or \$150, whichever is less, excluding nonrefundable services. | State Bureau of Consumer Protection. www.attorneygeneral.gov/complaints.aspx?id=451 Bureau of Consumer Protection, Administrative Office 14th Floor Strawberry Square, Harrisburg, PA 17120 717.787.9707 |

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| RI | 30 days that may be extended by agreement in sales contract. | Refund of full purchase price. | Department of Health, Complaint Unit. www.health.ri.gov/hsr/bmld/complaints.php Complaint Unit - Division of Health Services Regulation Rhode Island Department of Health 3 Capitol Hill, Providence, RI 02908-5097 401.222-5200 |
| SC | None required. | None required. | Department of Health & Environmental Control OR Dept of Consumer Affairs. www.scdhec.gov/health/licen/complaint.htm DHEC Health Licensing 2600 Bull Street, Columbia, SC 29201 803.545.4370 Fax: 803.545-4212 OR www.sconsumer.gov/complaint_services.htm 3600 Forest Drive, 3rd Floor PO Box 5757, Columbia, SC 29250 803.734-4200 or 800.922.1594 (Toll-free in SC) |
| SD | None required. | None required. | Office of Attorney General, Consumer Protection Unit. www.state.sd.us/attorney/application/consumer_complaints/default.asp Division of Consumer Protection 1302 E Hwy 14, Suite 3, Pierre SD 57501-8503 605.773.4400 Fax: 773.7163 Consumer Help Line: 800.300.1986 (South Dakota only) |

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| TN | 30 days. | Refund of full purchase price less reasonable expenses specified in sales contract. | Council for Hearing Instrument Specialists. http://health.state.tn.us/boards/complaints.htm Tennessee Department of Health, Office of Investigations Heritage Place, Metro Center 227 French Landing, Suite 201, Nashville, TN 37243 615.741.8485, TN Toll Free 1.800.852.2187 Consumer Affairs: 800.342.8385 |
| TX | 30 days. | Refund of full purchase price less amount specified in sales contract. | State Committee of Examiners in the Fitting and Dispensing of Hearing Instruments. www.dshs.state.tx.us/fitters/fdhi_complaint.shtm Complaints Management and Investigative Section PO Box 141369, Austin, TX 78714-1369 800.942.5540 / 512.834.6633 Fax: 512.834.6718 |
| UT | 30 days. | Refund of full purchase price less an amount up to 15% (Hearing Instrument Specialist) OR cost of returning hearing aid to manufacturer (Audiologist). | Utah Division of Occupational and Professional Licensing. www.dopl.utah.gov/investigations/complaint.html Attn: Investigations Division of Occupational & Professional Licensing 160 E 300 S., PO Box 146741, Salt Lake City, UT 84114-6741 801.530.6630 Fax: 801.530.6301 |
| VA | 30 days. | Refund of full purchase price less reasonable cost of medical, audiological, and evaluation. | Dept. of Agriculture and Consumer Services, Office of Consumer Affairs. www.vdacs.virginia.gov/consumers/about.shtml Virginia Department of Professional and Occupational Regulation Compliance and Investigations Division 9960 Mayland Drive, Suite 400, Richmond, VA 23233 804.367.8504 Fax: 804.527.4405 |

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| VT | 45 days. | Refund of full purchase price less cost of ear molds and up to 5% or \$50, whichever is greater, for cost of fitting hearing aid. | <p>Attorney General's Office, Consumer Protection Unit. www.atg.state.vt.us/issues/consumer-protection/consumer-assistance-program.php Consumer Assistance Program 103B Morrill Hall-UVM, Burlington, VT 05405 802.656.3183, 800.649.2424 (Toll-free in Vermont only) Fax: 802.656.1423</p> |
| WA | 3 days. 30 days. | <p>Full refund.</p> <p>Refund of full purchase price less 15% or \$150, whichever is less.</p> | <p>Office of Attorney General, Consumer Protection Division. www.atg.wa.gov/FileAComplaint.aspx 800.551.4636 (in Washington only), 206.464.6684 800.833.6384 for the hearing impaired</p> <p>Bellingham 103 E. Holly Suite 308 Bellingham, WA. 98225</p> <p>Seattle 800 5th Ave. Suite 2000 Seattle, WA. 98104-3188</p> <p>Spokane West 1116 Riverside Spokane, WA. 99201-1194</p> <p>Tacoma PO Box 2317 Tacoma, WA 98401</p> <p>Vancouver 1220 Main Street, Suite 549 Vancouver, WA. 98660-2964</p> |

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| WI | 30 days. | Refund of full purchase price less cost of ear molds and professional services. | Department of Agriculture, Trade & Consumer Protection. http://datcp.state.wi.us/cp/consumerinfo/cp/complaint-form/CPComplaintForm.jsp Department of Agriculture Trade & Consumer Protection Consumer Information Center PO Box 8911, Madison, WI 53708-8911 608.224.4949 |
| WV | 30 days. | Refund of full purchase price less amount up to \$125 for examination and fitting. | Office of Attorney General, Consumer Protection Division. www.wvago.gov/takeaction.cfm Consumer Protection, Anti-Trust Division PO Box 1789, Charleston, WV 25326 Toll-Free: 1.800.368-8808 304.558.8986 Fax: 304.558.0184 |
| WY | None required. | None required. | Office of Attorney General, Consumer Protection Unit. http://attorneygeneral.state.wy.us/consumer.htm Consumer Protection Unit 123 State Capitol, Cheyenne, WY 82002 For complaint form, e-mail: baylwa@state.wy.us or call/fax to numbers below: 307.777.7874, Toll Free: 800.438.5799 Fax: 307-777-7956 |