

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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STATE	TRIAL PERIOD	REFUND	COMPLAINTS
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.	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 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
NM	None required.	None required.	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
NV	30 days.	Refund of full purchase price less fitting fee of \$150 or 20%, whichever is less.	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
NY	45 days.	Dispenser is allowed to retain an amount up to 10% of the total purchase price	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

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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> <table border="0"> <tr> <td> <p>Bellingham 103 E. Holly Suite 308 Bellingham, WA. 98225</p> </td> <td> <p>Spokane West 1116 Riverside Spokane, WA. 99201-1194</p> </td> </tr> <tr> <td> <p>Seattle 800 5th Ave. Suite 2000 Seattle, WA. 98104-3188</p> </td> <td> <p>Tacoma PO Box 2317 Tacoma, WA 98401</p> </td> </tr> <tr> <td colspan="2"> <p>Vancouver 1220 Main Street, Suite 549 Vancouver, WA. 98660-2964</p> </td> </tr> </table>	<p>Bellingham 103 E. Holly Suite 308 Bellingham, WA. 98225</p>	<p>Spokane West 1116 Riverside Spokane, WA. 99201-1194</p>	<p>Seattle 800 5th Ave. Suite 2000 Seattle, WA. 98104-3188</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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<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