

# CONTACT GUIDE: Help is just a click or call away



## STARKEYPRO.COM

StarkeyPro is our online resource created to allow you to do business with Starkey the way you want:

- Download forms
- Place orders
- Process L&D claims
- Register standard products
- Track order status
- Warranty Services

Once secure access to online financial services has been set up, you can:

- Check account balance
- Submit payments electronically
- View/print invoices online

## CUSTOMER SERVICE

The Customer Service department is on hand to assist with many of your daily business needs, such as:

- Ordering
- Product support
- Starkey repairs/remakes
- Shipping/Order status
- Verifications
- Warranties
- Policy questions
- Supply orders
- Earmold information
- Verify invoices/billing

Customer Service is available by email: [starkeysupport@starkey.com](mailto:starkeysupport@starkey.com)

## SALES

Your inside and outside Sales Representatives are your best point of contact for any in-depth discussions about your Starkey business. They are your “account experts,” specifically designated to your office to assist with your sales needs, including:

- Pricing inquiries/discussions
- Promotional orders
- New account set up
- Training courses
- New product releases
- Open house discussions

## WARRANTY SERVICES

Our Warranty department is available to help with all of your warranty related requests, including:

- Warranty policies
- Purchasing warranty
- Verifying warranty status

Warranty Services is available by email: [warranty@starkey.com](mailto:warranty@starkey.com)

## TECHNICAL SUPPORT

Any questions regarding the technology aspects of your account are best directed to our Technical Support team. They are available to assist with a wide variety of technical applications, encompassing:

- Hardware upgrades
- iPad app support
- IT troubleshooting
- Office management support
- Software installations
- Software training

## AUDIOLOGY

Our experienced Audiology team is available to help with your fitting and product needs. They should be contacted for:

- Fitting assistance
- Product counseling
- Inspire® training & questions
- Real-time Audiology On Demand™ sessions
- Troubleshooting

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## CREDIT

We offer multiple convenient options for managing the financial aspects of your account; you can speak to our credit department, access our online services, or submit requests via email. Your Credit Representative is also available should you need to discuss any requests or concerns such as:

- Payment on account
- Request invoices/statements
- Statement questions
- Certificate information

Credit is available by email: [creditrequests@starkey.com](mailto:creditrequests@starkey.com)

## MARKETING

Our Marketing department is a great resource for help with business development. Your personal Marketing Representative is your best point of contact, but anyone in the Marketing department can help with questions about:

- Marketing materials
- Marketing On Demand™
- MyStarkey
- Appt Booking Program

Discussions about events, open houses, direct mailers or business development should be conducted with your individual Marketing Representative.

## ALL-MAKE REPAIR

Any questions about repairs for other manufacturers' devices are best directed to our All-Make Repair department. They are able to provide answers to questions about:

- All-make repair quotes
- Repair options
- All-make policies
- Reconditioned aids
- Body aids
- Eyeglass aids

All-Make Repair is available by email: [customerserviceAMR@starkey.com](mailto:customerserviceAMR@starkey.com)

## CENTER FOR EXCELLENCE

Our Center for Excellence Customer Service is available for assistance with:

- Cros/Bi Cros orders
- Mission aids
- Relief efforts
- CFE appointments
- IIC/AP mold fitting assistance

## BATTERIES

The Battery department is your point of contact for all battery-related questions. This includes:

- Battery orders
- Questions on battery life
- Battery invoice inquiries
- All battery requests

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Hear Now is a Starkey Hearing Foundation program serving low income individuals in the U.S. (and territories). Questions pertaining to Hear Now should be directed to the Hear Now program.

- Hear Now applications
- Application status
- Eligibility
- Order status
- Product options

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