**Section 682.130 Consumer Complaint Notification Cards**

a) A consumer complaint notification form and poster, provided by the Department , shall be used as specified in Section 4 of the Act. The poster shall always be displayed wherever hearing instrumentsare dispensed, except for "in home" sales.

b) All persons purchasing hearing instruments shall be provided with a written statement in a minimum of 10-point bold type, on the face of the contract or purchase agreement, indicating that formal complaints regarding hearing instrument goods and/or services may be made to the Department. The statement shall give the address of the Department's Hearing Instrument Consumer Protection Program and the hotline telephone number of the Department. The purchaser shall initial the statement at the time of purchase.

(Source: Amended at 35 Ill. Reg. 10312, effective June 17, 2011)