

Contact Guide



Help is just
a click or
call away

800.328.8602

StarkeyPro.com

Open 24/7/365, [StarkeyPro.com](https://www.starkeypro.com) keeps you up to date on everything you need to know to partner with Starkey:

- Available products, accessories, apps, and more
- Services that can grow your business
- Solutions that help you support patients
- Training events
- Research papers and publications
- Secure access to our eStore

eStore

eStore, our online ordering system, makes ordering fast, easy and available 24/7. You can access eStore directly from [StarkeyPro.com](https://www.starkeypro.com) using your login or through Starkey fitting software. With eStore, you can order:

- Hearing aids and earmolds
- Common supplies
- Accessories
- Marketing materials
- Hearing protection

And it allows you to do business with Starkey the way you want:

- Track order status
- Device history
- Check for scans on file
- Register standard products
- Process L&D claims
- Check account balance
- Initiate payments electronically
- View/print invoices online

Customer Service

Our Customer Service professionals are ready to assist with many of your daily business needs, such as:

- Ordering*
- Product support
- Starkey repairs/remakes*
- Track order status*
- Verifications
- Warranty services*
- Policy questions
- Supply orders*
- Earmold support
- Verify invoices/billing

Customer Service is also available by email at: starkeysupport@starkey.com

*Services also available on StarkeyPro.com

Audiology

Our experienced Audiology team is available to help with your fitting and product needs. Contact them regarding:

- Fitting assistance
- Product counseling
- Fitting software training & questions
- Product selection
- Real-time Audiology On Demand sessions
- Troubleshooting

Technical Support

Any questions regarding the technical 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:

- Mobile App support
- Accessory support
- Software installation & support
- Programmer support
- Sycle.net support
- Consumer troubleshooting

Marketing

Our Retail Marketing department is a great resource to help generate leads and drive traffic to your practice. Your Retail Marketing representative can provide strategic planning, digital marketing and campaign management services designed to deliver a positive ROI for your business. Contact your Retail Marketing representative for questions about:

- Website development & SEO
- Digital marketing
- Marketing planning and strategy
- Marketing results tracking & insights
- Custom creative services
- Lead generation marketing (direct mail, newspaper, etc.)
- Marketing automation
- Patient retention programs

Sales

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

- Product solutions
- Practice management
- Training options
- Pricing inquiries/discussions
- Promotional orders
- New account setup



Scan the QR code to find contact information for your Starkey sales representative.

All Make Repair

Any questions about repairs for other manufacturers' devices are found on [StarkeyPro.com](https://www.starkeypro.com) or best directed to our All Make Repair department. They are able to provide answers to questions about:

- All Make Repair estimates
- Reconditioned aids orders
- Miscellaneous parts and accessory orders
- Analog aids
- Body aids
- Bone conduction aids
- All Make Salvage Program
- Hearing Aid Recycle Program

All Make Repair is also available by email: customerserviceAMR@starkey.com or reconditioned_aids@starkey.com

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 available to help with any questions or concerns, such as:

- Payment on account
- Requesting invoices/statements
- Statement questions

Credit is also available by email: creditrequest@starkey.com

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



Starkey Cares* is our public commitment to corporate social responsibility designed to bring people together under the common bond of caring for one another.

As a supporter of Starkey Cares, you are able to offer qualifying patients the ability to receive premium hearing aids from Starkey for only the cost of an application fee.

If you have questions about the program or to apply:
Email: starkeycares@starkey.com
Website: www.starkeypro.com/starkeycares

Center for Excellence

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

- Domestic hearing mission aids
- Relief efforts
- CFE appointments
- IIC/AP mold fitting assistance

The Center for Excellence is available by phone at the following numbers: **952-947-4700** or **Toll Free: 800-769-2799**

*Starkey Cares is not affiliated with the Starkey Hearing Foundation, which focuses on education and training for hearing health professionals in developing nations.



Starkeypro.com

