



### Receiving Equipment

- Please immediately check all equipment to ensure you have received correct type and quantities.
- When unpacking a box, carefully remove all equipment and save all original packaging for returning equipment.
- Test all equipment to ensure it is working properly.
- Charge any equipment as needed.
- In many cases, earphones are calibrated to the audiometer. Do not exchange or switch earphones around if you received multiple audiometers.
- If equipment is not working properly or there are any urgent issues, please contact Healthy Hearing immediately at [healthyhearing@specialolympics.org](mailto:healthyhearing@specialolympics.org).
- **Note:** Many issues with the OAE unit can be resolved by tightening or adjusting the probe tip nozzle. An additional nozzle is enclosed as a backup for any issues you may experience.

### Sending Equipment

- Schedule UPS pick-up or drop off at a UPS location the **NEXT BUSINESS DAY** after your event. If this is an issue, please alert Healthy Hearing immediately at [healthyhearing@specialolympics.org](mailto:healthyhearing@specialolympics.org).
- Utilize original packaging to **carefully pack all equipment**.
- Unplug all cords from units including earphones. Ensure that all cords are packed appropriately in carrying cases. Pack earphones with corresponding audiometer.
- Separate different size OAE foam ear tips and place in original bags. **PLEASE SEND EXTRA UNUSED TIPS BACK TO SPECIAL OLYMPICS.**
- Remove any labels and other previous shipment markings on the box that are no longer applicable.
- Use adequate cushioning material that was originally sent with equipment to wrap each item in bubble wrap.
- **Make sure that all equipment is well protected.**
- Use strong tape designed for shipping.
- Please report any equipment issues to Healthy Hearing immediately at [healthyhearing@specialolympics.org](mailto:healthyhearing@specialolympics.org) and place a note with a description of the problem on the equipment.
- Ensure address label is clearly printed out and displayed on packages.
- Place international shipping paperwork (if needed) on top in the box.

