

## Life on HARS – Into the new year

Dear friends, customers, acquaintances, and those finding us for the first time; as you are probably aware, the past couple of years have been one of uncertainty and unprecedented change. For all of us at the Hearing Aid Repair Shop it has undoubtedly fulfilled this criteria.

However, we continued to operate and do our best to support those in need of our services. We maintained to strive to help those who came to us as we can only imagine that life without hearing in a time so tumultuous must have been frightening.

Once the throngs of the pandemic lifted in April 2021 we reopened our doors to in-person customers and were met with the same wonderful level of engagement as before. From then on we have been continuously meeting and reacquainting with customers, gradually feeling a bit more normal after so long.

We sincerely hope that, whether you have utilised our services in the past, or are a new customer looking for hearing repair services, we can come to know you and offer you the support we pride ourselves on.

Furthering this point we would like to share the kind words of one of our recent customers (as much as it's vain we just couldn't help but enjoy the stellar feedback):

*"I think HARS services are fantastic and having worn aids for some considerable years I can honestly say they are unbeatable. Not only are the prices very competitive the service is amazing. I made an error when using PayPal and a very friendly man (whose name I very stupidly didn't get) [Gary] called me to explain. No drama, no fuss and my aids arrived repaired two days later.*

*It's rare to get personal service these days so I will always support these companies whenever possible. Well done, great job."*

As for right now, we are currently settling in to our new home. On the 12<sup>th</sup> of September we joined with the Mary Hare Hearing Centre, and moved our shop to the Parkway in Newbury. We will have an area set aside just for our services in the new Hearing centre where we will continue to repair hearing aids, provide hearing aids and support those that come to us with queries.

From now on communication from us will be more common, we plan to reintroduce our much loved "life-on-HARS" emails as a quarterly update to all of our customers, the first will be with you in January. As we find ourselves in this exciting time for positive change, we look forward to having you with us.

Best wishes,

The Mary Hare Hearing Aid Repair Shop.