

SERVICE PLAN: Patient Adoption Plans

Patients who purchased elsewhere, including 3rd parties



AUDIBEL

		VIP /year	PREFERRED /year	BASIC /year
SERVICE	Office Visits	Unlimited	Unlimited	Total Visits: In-Office or Remote Care
	Remote Care Visits	Unlimited	Unlimited	
	Annual Testing	FREE	FREE	FREE
	Cerumen Removal*	FREE	/patient/visit	/patient/visit
	In-Office Repairs	FREE	FREE	---
	Receiver Replacements (1/aid)	FREE	FREE	---
	Reprogramming	Unlimited	Unlimited	---
	Firmware Updates	Unlimited	Unlimited	---
	Prescriptive Verification	✓	✓	---
	Trade-In Program	✓	✓	---
THERAPY	Tinnitus Treatment	✓	---	---
	Fall Detection	✓	---	---
	Aural Rehabilitation	✓	---	---
	Healthable Tracking	✓	---	---
MAINTENANCE	Batteries**	✓	---	---
	Wax Guards	✓	---	---
	Mic Covers	✓	---	---
	Ear Domes	✓	---	---
	Retubing (BTE Style)	✓	---	---
	Loaners	✓	---	---
VIP BENEFITS	Priority Appointments	✓	---	---
	Factory Repairs	Discount	---	---
	Extended Warranty	Discount	---	---
	Supplies	Discount	---	---
	Accessories	Discount	---	---
	Custom Molds	Discount	---	---
	Hearing Protection	Discount	---	---

Devices purchased elsewhere may have locked software preventing programming changes.

*where allowed by state law ** standard batteries

Extended Warranty

Warranty Plans



AUDIBEL

		Repair /aid annually	L & D /aid annually	Repair and L & D /aid annually
SERVICE	(not including remakes) Factory Repair	No Charge	No Charge	No Charge
	Factory Cleaning	No Charge	---	No Charge
	Factory Replacement of Defective Components	No Charge	---	No Charge
	In-Office Repairs	No Charge	---	No Charge
	In-Office Receiver Replacement	No Charge	---	No Charge
	Rechargeable Battery Replacement	No Charge	---	No Charge
	Warranty Processing Fee	No Charge	No Charge	No Charge
	Reloading Settings	No Charge	No Charge	No Charge
	Refitting/Recalibration	No Charge	No Charge	No Charge
	Shipping	No Charge	No Charge	No Charge
Loss & Damage	Loss & Damage Coverage Covers 1x replacement when shell/components are unrepairable or when aid is lost and can not be found. If located at a later date, original aid becomes the property of Audibel. Custom molds and AP molds are not covered under this policy.	---	Deductible	Deductible

* Non-Audibel products can be issued a warranty. On L&D claims, they will be replaced with the equivalent Audibel product.

* Hearing aids older than 5 years are not eligible for Extended Warranty Plans.

* Discontinued products will be replaced with current equivalent product.