

SERVICE PLAN OPTIONS



VIP—\$899/Year

Preferred—\$599/Year

Basic—\$399/Year

All donated fittings, swap fits and TPA fittings must choose \$899 for the first year.

| | VIP—\$899/Year | Preferred—\$599/Year | Basic—\$399/Year | |
|---------------------|---------------------------|----------------------|------------------|---|
| Service | Office Visits | Unlimited | Unlimited | 2 Total Visits: In-Office or Remote Care |
| | Remote Care Visits | Unlimited | Unlimited | |
| | Annual Screening | INCLUDED | INCLUDED | |
| | In-Office Repairs | INCLUDED | INCLUDED | --- |
| | Receiver Replacements | INCLUDED | 1/AID | --- |
| | Reprogramming/Adjustments | Unlimited | 2 VISITS | 1 VISIT |
| | Firmware Updates | Unlimited | INCLUDED | --- |
| | Prescriptive Verification | ✓ | ✓ | --- |
| | Tinnitus Treatment | ✓ | --- | --- |
| Therapy | Fall Detection | ✓ | --- | --- |
| | Aural Rehabilitation | ✓ | --- | --- |
| | Healthable Tracking | ✓ | --- | --- |
| | Batteries** | 3 BOXES/40 | 1 BOX/40 | --- |
| Maintenance | Wax Guards | 1 PACK OF 48 | 1 PACK OF 8 | --- |
| | Mic Cover Replacement | ✓ | ✓ | ✓ |
| | Ear Domes | ✓ | ✓ | ✓ |
| | Retubing (BTE Style) | ✓ | ✓ | ✓ |
| VIP Benefits | Extended Warranty | 15% Discount | --- | --- |
| | Supplies | 15% Discount | --- | --- |
| | Accessories | 15% Discount | --- | --- |
| | Loaners | INCLUDED | --- | --- |
| | Factory Repair | 15% Discount | --- | --- |

*Hearing aids older than 5 years are not eligible for extended warranty plans. *Discontinued products will be replaced with a current equivalent product.

EXTENDED WARRANTY PLANS

| | | Repair \$249/aid annually | Repair and L-&-D \$399/aid annually |
|---------------|---|------------------------------|--|
| Service | (not including remakes) Factory Repair | 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 |
| | Reloading Settings | No Charge | No Charge |
| | Refitting/Recalibration | No Charge | No Charge |
| | Shipping | No Charge | No Charge |
| Loss-&-Damage | <p>Loss-&-Damage Loss-&-damage coverage covers a 1x replacement when the shell/components are unrepairable or when aid is lost and cannot be found. If located at a later date, the original aid becomes the property of Starkey. Custom molds and AP molds are not covered under this policy.</p> | Doesn't Apply | \$375 |

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