SERVICE PLAN OPTIONS

Hearing Health Services

Previously owned or donated hearing aids must choose the $899 option for the first year.

		VIP—$899/Year	Preferred—$599/Year *Adoption Plan*	Basic—$399/Year
SERVICE	Office Visits	✓	✓	✓
	Annual Screening	✓	✓	✓
	In-Office Repairs	✓	✓	**2 VISITS**
	Receiver Replacements	✓	**1 PER HEARING AID**	- - -
	Reprogramming/Adjustments	✓	**2 VISITS**	**1 VISIT**
	Firmware Updates	✓	✓	✓
	Prescriptive Verification	✓	✓	- - -
	Tinnitus Management*	✓	- - -	- - -
THERAPY	Fall Detection*	✓	- - -	- - -
	Follow-Up Care	✓	- - -	- - -
	Healthable Tracking*	✓	- - -	- - -
	Disposable Batteries*	✓	**1 BOX**	**1 PACK**
MAINTENANCE	Wax Guards	**3 PACK**	**2 PACK**	**1 PACK**
	Mic Cover Replacement	✓	✓	✓
	Ear Domes	✓	✓	✓
	Retubing (BTE Style)**	✓	✓	✓
VIP BENEFITS	Accessories	**15% DISCOUNT**	- - -	- - -
	Loaners**	✓	✓	✓

**Features not available in all models. **Does not apply to custom products.*

Hearing Health Services

EXTENDED WARRANTY PLANS

		Repair $275/Aid Annually	Repair and L-&-D $500/Aid Annually
Service	**Factory Repair** (not including remakes)	**No Charge**	**No Charge**
	In-Office Cleaning	**No Charge**	**No Charge**
	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**
	Restoring Settings	**No Charge**	**No Charge**
	Refitting/Recalibration	**No Charge**	**No Charge**
	Shipping	**No Charge**	**No Charge**
Loss-&-Damage	**Loss-&-Damage** Loss-&-damage coverage covers a one time replacement when aid is lost and cannot be found, or is damaged beyond repair. Custom ear molds are not covered under this policy.	**Doesn't Apply**	**$375** **Deductible Per Aid**

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