

HOLIDAY LOANER PACK

If you are planning on going on holiday and would like the security of a spare sound processor, headpiece and cable, whilst you're away, you may be interested in applying for our 'Holiday Loaner Pack'. For a small fee, Advanced Bionics will organise a spare sound processor, identical to your original and ready to use, to be shipped to your home address immediately prior to your departure.

WHAT YOU NEED TO DO (1 MONTH BEFORE TRAVEL):

- Complete the attached form.
- Ask your Cochlear Implant Centre to email us a copy of your current sound processor programmes (customerservice.uk@abionics.fr) with 'Holiday Loaner Pack' in the subject title, or ask them to save the programmes onto a disc for you to send us.
- **Return both the form (and disc, if used)** along with a cheque for £25 + VAT (if applicable) = £29.95 made payable to 'Advanced Bionics Europe Customer Service Department'. Please remember to complete a VAT exemption form if you are eligible to do so, in order to avoid paying the VAT. Send the form(s), cheque and disc (if used) to:-

**Holiday Loaner Pack
Customer Service Department
Advanced Bionics Sarl
76, Rue de Battenheim
68170 Rixheim
FRANCE**

WHAT HAPPENS NEXT:

Your loaner pack will be sent to you via registered mail to the address stated on the order form. The pack contains the processor loaded with your programmes as well as a spare headpiece, cable, and a T-mic if you require one. Remember to specify an address where someone will be available during the daytime to receive the parcel.

Please note that batteries will not be included with the pack.

If you have a problem with your processor and need to use the loaner, you should first try to use it with your **own** accessories (headpiece/cables/t-mic). All loaned accessories come in sealed bags and if opened will be assumed to have been used. This means that we will send your centre an invoice if your original accessories are out of warranty.

The normal loan period is 30 days from the date of receipt. Late return of items will incur a late payment charge of £10 per day up to a maximum of 10 days after the return date shown on the invoice (40 days after date of receipt). Thereafter the processor will be deemed lost and regrettably you (signatory on the contract form) will be charged the full cost of the items not returned (£2,500). **We strongly recommend that you take out appropriate travel insurance to cover your loaner processor before departure.**

If you do not use the loaner pack, make sure to return the processor and the accessories in their sealed bags to Advanced Bionics, within the 30 days of issue and there's no more to pay. The original products should be returned in the original packing material used for shipment, and should be sent by registered post.

Please take the time to read the following terms and conditions before completing the enclosed form. If you have any queries, please contact us at the UK office (T: 01223 847888).

TERMS AND CONDITIONS:

1. If you do not use the loaner pack you should return it to the address above using the original shipping material - no further charges apply.
2. If you choose to use any accessories (headpiece/cable/T-mic), simply return the rest and your CI centre will be invoiced for the items used if they fall outside warranty **(items come in sealed bags and any opened items will be assumed to have been used)**.
3. If the original processor breaks, simply return the faulty processor, along with the rest of the items that you do not require from the pack, with a brief description of the problem for the Advanced Bionics Service Department. Keep the loaner processor for normal use. If the faulty items fall outside warranty an additional invoice will be sent to your centre.
4. All returned items must be sent by courier or registered post, as proof of delivery will be required should a parcel be lost. All postal charges to Advanced Bionics are the responsibility of the customer.
5. In the event of the processor not being returned within the agreed loan period, loss or damaged by abuse or immersion in fluid, the customer (signatory on contract form) will be liable for a fee of £2,500 payable to Advanced Bionics on demand. **We strongly recommend that you take out appropriate travel insurance to cover your loaner processor before departure.**

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**SEND TO:-
 Holiday Loaner Pack
 Customer Service Department
 Advanced Bionics Sarl
 76, rue de Battenheim
 68170 Rixheim
 France**

PATIENT NAME			PARENT OR GUARDIAN NAME		
ADDRESS					
DELIVERY ADDRESS					
DAYTIME TEL No:					
TRAVEL DATES	FROM		To		
CENTRE NAME					
CENTRE TELEPHONE NO.					

PROCESSOR TYPE	AURIA	<input type="checkbox"/>	CII BTE	<input type="checkbox"/>	PLAT BTE	<input type="checkbox"/>	PSP	<input type="checkbox"/>
PROCESSOR COLOUR	SILVER	<input type="checkbox"/>	BEIGE	<input type="checkbox"/>	BROWN	<input type="checkbox"/>	DARK SIENNA	<input type="checkbox"/>
CABLE LENGTH (IF APPLICABLE)	SHORT	<input type="checkbox"/>	MEDIUM	<input type="checkbox"/>	LONG	<input type="checkbox"/>		
T-MIC	T-MIC	<input type="checkbox"/>						

The information contained on this form will only be used for delivery of the Holiday Loaner Pack and will not be stored, used for marketing purposes or sent to any other organisations.

<i>Charges from Date of Issue (see Terms and Conditions)</i>	
Initial Cost	- £25 + VAT if applicable (Non returnable)
<u>If not returned in 30 days</u>	- a charge of £10 per day will be incurred up to a maximum of 10 days.
<u>If not returned in 40 days</u>	- You will be invoiced for £2,500.-- as the processor will be presumed lost.

I/We confirm the above order and have read and accept the guidelines, terms & conditions and agree to pay all additional costs as required under the Holiday Loaner Pack scheme.

Signed:	
PRINT NAME	Date