

Going on Holiday... Need a "loaner" processor?

Cochlear has the answer. For a nominal fee Cochlear can provide you with a holiday pack containing a fully mapped processor complete with cables and coil etc ready for use. Simply complete the attached form and send it to Cochlear Europe with a copy of your map and we will do the rest.

How the service works

- 1) Complete the Holiday Loaner Request form giving details of processor type, colour and cable lengths etc, address and dates of travel. (You may have to contact your clinic for help with this)
- 2) Contact your clinic and obtain an electronic copy of your map (Your processor contain parameters called a MAP, which is unique to you. We will need a copy of this MAP to put into the loaner processor. Your clinic can provide this on a computer floppy disk.)
Enclose the disc containing your MAP, completed Holiday Loaner request form and VAT exemption form (if you do not wish to pay VAT) and send them to: *Service department, Cochlear Europe Ltd, 9 Weybridge Business Park, Addlestone Road, Addlestone, Surrey, KT15 2UF.* **Please note we require a minimum of two weeks notice before date of travel.** On receipt of the form, we will contact you for your credit or debit card details for payment. Your account will be debited for £30.00 + VAT (If applicable). Your card details will only remain on file until the processor and accessories are returned. These details will be used for payment of any lost or used items.
- 3) Approximately 3 days before you travel your loaner Processor cables and accessories etc. (excluding batteries) will be dispatched to you via DHL courier service to the address given on the order form. As the parcel will be delivered during the daytime, you may wish to use a different address (business address?) to ensure someone is available to receive the parcel. Please specify on the form if you would like this delivered to an alternative address. The pack will contain the processor loaded with your MAP's which you can try using the cables, coil etc from your own device. All the other parts will be in sealed bags which if opened must be paid for.
- 4) On return from your holiday, if you have not used the processor or accessories, simply return the processor and accessories in their sealed bags to Cochlear within 30 days of the issue date and there will be no more to pay.
- 5) If you have used any of the items contained in the pack:
 - For cables, coils, microphones etc - Return the pack minus the item used. The cost of the item used plus a £10 handling fee will be debited from your card.
 - If you have used the processor, return the faulty (old) processor, along with the rest of the unused items in the pack with a brief description of the problem to the Cochlear Service Department.
 - You may then elect to have your old processor repaired and returned to you (*then return the holiday loaner*) or you can keep the holiday loaner as a permanent replacement and we will amend our records and your clinics records to reflect this. An additional payment of £10 will be debited from your credit card to cover this repair – handling fee.
 - If you have needed to use the processor and/or any of the accessories then only one handling fee will apply.

The small print (Terms and conditions)

- 1) Only patients covered by a Cochlear service contract or the manufactures 3 year warranty are eligible to use the Holiday pack service
- 2) All items contained in the pack remain the property of Cochlear until paid for in full or authorised by Cochlear.
- 3) The Normal loan period will be for a period of 30 days from the issue date (invoice date). 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 Invoice date) Thereafter the processor will be deemed to be lost and Clause 5 will apply.
- 4) All returned items must be sent by courier or registered post. Proof of delivery will be required should a parcel be lost. All carriage charges to Cochlear are the responsibility of the customer. (Signatory on contract form)
- 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 £2000 payable to Cochlear on demand or/ will be Debited from the customers credit or debit card.
- 6) Extended loan periods are available on request at extra charge upon request.

If you have any questions or require further information concerning the Holiday Loaner scheme please contact Sahar Eslami on 01932 871 508 or Elaine Darby on 01932 871 535.