

# 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.

Service	Office Visits	Unlimited	Unlimited	2 Total Visits: In-Office or Remote Care
	Remote Care Visits	Unlimited	Unlimited	
	Annual Screening	INCLUDED	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 BOX/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) <b>Factory Repair</b>	No Charge	No Charge
	<b>Factory Cleaning</b>	No Charge	No Charge
	<b>Factory Replacement of Defective Components</b>	No Charge	No Charge
	<b>In-Office Repairs</b>	No Charge	No Charge
	<b>In-Office Receiver Replacement</b>	No Charge	No Charge
	<b>Rechargeable Battery Replacement</b>	No Charge	No Charge
	<b>Warranty Processing Fee</b>	No Charge	No Charge
	<b>Reloading Settings</b>	No Charge	No Charge
	<b>Refitting/Recalibration</b>	No Charge	No Charge
Loss & Damage	<b>Shipping</b>	No Charge	No Charge
	<b>Loss &amp; Damage</b> 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.	Doesn't apply	\$375

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