



Stay connected & protected with the AB Service Agreement

AdvancedBionics.com

### SERVICE CONTRACT COVERAGE

AB will replace product covered under this Service Agreement with a fully functioning equivalent product if the covered product fails to function within normal tolerances during the period of the Service Agreement. The liability of AB under this Service Agreement is limited to replacement with a functionally equivalent product and the return shipping costs for malfunctioning product. AB's obligations under this Service Agreement may only be modified by a written document signed by an officer of AB.

### CONDITIONS THAT VOID SERVICE AGREEMENT

*Notorized letter is required for replacement of lost processor*

This Service Agreement is void if the covered product has defects or malfunctions caused by:

1. Unauthorized attempts to repair, maintain, or modify the equipment by the customer or any unauthorized third party;
2. Attachment of any equipment not supplied by AB without prior approval.

In addition, if the monthly payment option is selected and a payment is not received within 60 days, the Service Agreement shall be void. The right to participate in AB payment plans shall be forfeit.

### REPLACEMENT OF COVERED PRODUCT

1. Call AB's Customer Service Department at **877.829.0026** or email [customerservice@AdvancedBionics.com](mailto:customerservice@AdvancedBionics.com) for instructions.
2. Covered product must be returned to AB (or authorized agent) within fifteen (15) days of malfunction or discovery of defect. Return shipping charges for malfunctioning product will be paid by AB.
3. A Product Registration Card for the replacement product must be completed and returned to AB within thirty (30) days of fitting the replacement product in order for this replacement product to be covered by this Service Agreement.
4. Covered product failure must be confirmed by AB.

### CANCELLATION POLICY

1. If a claim has been made, you may not cancel your policy.
2. If no claim has been made, you may cancel within 30 days and receive a full refund. After 30 days, you will receive a pro-rated refund.

## AB SERVICE AGREEMENT Terms and Conditions (US)

### FOR UNITED STATES MEDICARE RECIPIENTS

Medicare requires that the following disclosure be provided to you for your consideration.

### IMPORTANT NOTICE TO PERSONS WHO RECEIVE MEDICARE BENEFITS—THIS SERVICE AGREEMENT DUPLICATES SOME MEDICARE BENEFITS

This Service Agreement provides limited benefits, if you meet the terms and conditions for expenses relating to the specific services listed in the agreement.

- For more information about Medicare and Medicare Supplement insurance, review the Guide to Health Insurance for People with Medicare, available from Centers for Medicare and Medicaid Services.
- If your current processor was paid for by Medicare and you need help understanding what replacement costs Medicare may cover, please feel free to contact AB at **877.829.0026** and ask to speak with your Reimbursement Specialist. AB will be glad to assist you.

### SERVICE CONTRACT TERMS

1. This Service Agreement is available for sound processors and headpieces, excluding batteries, earhooks, cables, and other accessories.
2. This Service Agreement can be purchased with a Single Payment or Monthly Payment Option.
3. This Service Agreement must be purchased within sixty (60) days of the product's original warranty expiration date or previous service contract expiration date.
4. This Service Agreement coverage begins the first day following the expiration of original warranty or latest service contract, provided AB receives the completed AB Service Agreement Enrollment Form and payment in full for a selected payment option.
5. AB reserves the right to inspect the product before issuing a Service Agreement.
6. This Service Agreement is not transferable.
7. This Service Agreement will be exclusively governed and construed in accordance with the laws in force in the State of California without regard to conflict of laws provisions.

## AB Service Agreement – Enrollment Form (US)



FAX TO: 661.362.7795

Last Name \_\_\_\_\_ First Name \_\_\_\_\_ Middle Initial \_\_\_\_\_

Date of Birth \_\_\_\_\_ Mailing Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Country \_\_\_\_\_ Zip \_\_\_\_\_

Work (TTY) \_\_\_\_\_ Fax \_\_\_\_\_ Email Address \_\_\_\_\_

Type of Processor(s): \_\_\_\_\_ Sound Processor Serial Number(s) \_\_\_\_\_

Headpiece Type(s): \_\_\_\_\_ Headpiece Serial Number \_\_\_\_\_

My signature acknowledges that I have read and understand and accept the terms and conditions of the service contract option selected above.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Length of Agreement:  1 Year  2 Year (choose 2 years and receive a 10% discount)  Loss and Damage Only

PAYMENT OPTION:  Single Payment **or**  Monthly Payment (your account will be changed monthly)

PAYMENT METHOD:  Please Bill my Credit Card. Type of Card:  Visa  Mastercard  Discover  American Express

Account # \_\_\_\_\_ Expiration Date \_\_\_\_\_

Cardholder's Name (if different from above) \_\_\_\_\_

**or**  Please Bill my Checking Account. Routing # \_\_\_\_\_ Account # \_\_\_\_\_

Cardholder's Signature \_\_\_\_\_

*My signature above authorizes Advanced Bionics, LLC to bill my credit card, if listed, for the amount of the Service Agreement option chosen.*

Purchase Order # (For Implant Clinics Only) \_\_\_\_\_

### One Year Option:

Number of Systems*	1 Year Service Agreement	Monthly Payment**	Plus Loss or Theft Protection*	Monthly Payment**
1 Processor & Headpiece	<input type="checkbox"/> \$499 USD per year	<input type="checkbox"/> \$45.75 USD per month	<input type="checkbox"/> \$599 USD per year	<input type="checkbox"/> \$54.08 USD per month
2 Processors & Headpiece(s)	<input type="checkbox"/> \$898 USD per year	<input type="checkbox"/> \$79 USD per month	<input type="checkbox"/> \$1078 USD per year	<input type="checkbox"/> \$94 USD per month
Additional Processor(s)	<input type="checkbox"/> \$199 USD per year per additional processor	<input type="checkbox"/> \$16.58 USD per month per additional processor	<input type="checkbox"/> \$299 USD per year per additional processor	<input type="checkbox"/> \$24.92 USD per month per additional processor

### Two Year Option:

Number of Systems*	2 Year Service Agreement	Monthly Payment**	Plus Loss or Theft Protection*	Monthly Payment**
1 Processor & Headpiece	<input type="checkbox"/> \$898 USD	<input type="checkbox"/> \$79 USD	<input type="checkbox"/> \$1078 USD	<input type="checkbox"/> \$94 USD
2 Processors & Headpiece(s)	<input type="checkbox"/> \$1597 USD	<input type="checkbox"/> \$137.25 USD	<input type="checkbox"/> \$1916.80 USD	<input type="checkbox"/> \$163.90 USD
Additional Processor(s)	<input type="checkbox"/> \$358.20 USD	<input type="checkbox"/> \$29.85 USD per month per additional processor	<input type="checkbox"/> \$538.20 USD per year per additional processor	<input type="checkbox"/> \$44.85 USD per month per additional processor

Loss and Damage	Price
1 Processor (Under Mfg Warranty)	\$199 USD
1 Processor (Not Covered by Mfg Warranty)	\$199 USD/Year

\*Service agreement covers the processor and headpiece(s) only. It does not cover any other accessories, such as batteries, earhooks, cables.

\*\*\$50 USD service fee will be charged for monthly payment plans. Monthly payments are changed in a 12-month period.

# Stay connected & protected

with the AB Service Agreement



## AB SERVICE AGREEMENT — ENROLLMENT FORM (US)

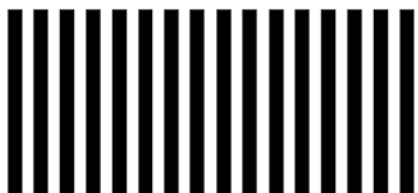
Please complete the AB Service Agreement Enrollment Form ("Enrollment Form") and fax or mail it to AB. The warranty extension requested in this Enrollment Form will extend the limited warranty coverage for your sound processor and headpiece (excluding batteries, cables, and other accessories) from the expiration date of your current warranty or service contract and will last for one (1) year. You have sixty (60) days from the expiration date of your current warranty or service contract to submit this enrollment form. Please select your choices below (all prices are in US Dollars), including your choice for payment option and the number of systems you would like to cover. If your insurance policy covers Durable Medical Equipment (DME) repair or replacement if damaged, you will not need this coverage. In the US, Medicare, some Medicaid programs, and Kaiser Permanente cover a sound processor's repair and replacement. If you are a Medicare recipient, please review the disclosure in the first paragraph of the Service Agreement Terms and Conditions prior to enrolling.



AB SERVICE AGREEMENT ENCLOSED

**BUSINESS REPLY MAIL**  
FIRST CLASS MAIL PERMIT NO. 317 SAN FERNANDO, CA  
POSTAGE WILL BE PAID BY ADDRESSEE

ADVANCED BIONICS, LLC  
ATTN: CUSTOMER SERVICE  
28515 WESTINGHOUSE PLACE  
VALENCIA, CA 91355-1398



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

full year. Replacements are shipped overnight and are usually delivered the next business day.

### Who needs an AB Service Agreement?

Anyone whose original manufacturer warranty has expired and does not have repair costs covered by their insurance company. If you are not sure about your coverage, call your insurance company and ask them if they cover processor repair, or replacement. Our Insurance Reimbursement Services Department can provide assistance for US patients. Please contact them at **877.779.0229** or [insurance@AdvancedBionics.com](mailto:insurance@AdvancedBionics.com).

### Purchase your AB Service Agreement TODAY!

Call **AB's Service Agreement Team**  
toll-free **866.794.1845 (V)**

Email [update@AdvancedBionics.com](mailto:update@AdvancedBionics.com)

Fax **661.362.7795**

*Have peace of mind with loss coverage.* If for any reason you lose your sound processor, Advanced Bionics will replace it with a comparable processor at no cost to you.

Number of Systems*	Service Agreement*	Monthly Payment**	Plus Loss or Theft Protection*	Monthly Payment**
1 Processor	\$499 USD per year	\$45.75 USD per month	\$599 USD per year	\$54.08 USD per month
2 Processors	\$898 USD per year	\$79 USD per month	\$1078 USD per year	\$94 USD per month
Additional Processor(s)	\$199 USD per year per add. proc.	\$16.58 USD per month per add. proc.	\$299 USD per year per add. proc.	\$24.92 USD per month per add. proc.
Loss, Theft & Damage only			\$199 USD per year	

\*Service agreement & loss covers the processor & headpiece only. You will be responsible for costs of replacing any other accessories including batteries, cables, etc.

\*\*\$50 USD service fee will be charged for monthly payment plans.

### Practical Payment Options that Fit Your Lifestyle

For as little as **\$45 a month**, you can purchase an AB Service Agreement and rest easy knowing that processor repairs, due to normal wear and tear, are covered for one

As your partner in hearing, Advanced Bionics wants to help you to avoid any interruption in your or your child's ability to hear in daily life. With the AB Service Agreement, you can experience the peace of mind that comes with knowing that, if your or your child's processor stops functioning, the repair fees are covered and precious little time is spent "off the air."

Take action within 60 days to obtain a service agreement that provides you with dependable service from our expert technicians. To be eligible though, you must act within 60 days.

### Why Purchase an AB Service Agreement?

- Significant savings over one-time processor repair costs
- Easy payment options make coverage for your external equipment more affordable
- Peace of mind knowing you are covered after your original warranty ends
- Avoid unexpected repair costs throughout the year

### Compare the Costs and Savings

AB Service Agreements save you significant money over out-of-pocket repair costs.

	Repair Cost	Replacement Cost if Lost or Stolen
Processor	\$699 USD	\$4000 USD or more