



YOUR ESSENTIAL CARE PLAN

Caring for your hearing aids is essential for complete peace of mind



Protect your investment with the Essential Care Plan from Hidden Hearing.

The Essential Care Plan is an optional, all-risks, no-quibble plan – exclusive to Hidden Hearing patients.

We recommend safeguarding your hearing aids and that is why we have developed this plan to help you to protect your investment.

This unique plan protects your hearing aids against loss, theft and accidental damage for a relatively low annual cost.

Don't leave yourself exposed to replacement and repair costs; enquire about the Essential Care Plan today.

Essential Care Plan Benefits:

- Enjoy a care-free replacement or repair process
- No quibble like-for-like replacement of lost or stolen hearing aids
- Avoid unexpected replacement and repair costs
- Expedient replacement and repair service
- Unlimited repairs
- Free holiday cover





When should I avail of the plan?

You can purchase the plan from the day of fitting of your new hearing aids and it is renewable each year for up to 4 years.



How much does it cost?

£179 per year for 2 hearing aids (binaural) or £89 per year for 1 hearing aid (monaural)



When and how do I pay?

Simply complete the attached payment details form and return to Hidden Hearing, call us on 0800 587 7267 or visit your nearest Hidden Hearing clinic. Your plan will begin upon receipt of payment.*



How does the Plan work?

Under the Essential Care Plan, repairs are unlimited while your plan is in place. If your hearing aid needs to be replaced, the first like for like replacement will be processed completely free of charge. Any subsequent replacements, over the course of 4 years, will be subject to a contribution from you of 10% of the original purchase price.



When does my plan start and end?

Your plan will run for 12 months from your original date of fitting and is renewable annually. A renewal letter will be sent out to you before your plan expires to ensure continuation without interruption.



What happens if my hearing aids are lost, stolen or accidentally damaged?

In the event of loss or damage, visit your local Hidden Hearing clinic or call our dedicated Essential Care Plan team on 0800 587 7267 to begin the repair or replacement process. Our fast, efficient team aims to complete all repairs or replacements within 2 weeks. Ask about the possibility of loan hearing aids while your devices are being repaired or replaced.



How do I cancel my contract?

You can cancel your plan within 14 days of receiving your invoice by contacting our dedicated Essential Care Plan team on 0800 587 7267. Provided no loss, theft or accidental damage has been reported during this time a full refund will be issued.



Over time, you will find hearing aids become essential to daily living. You don't want to spend your time worrying about loss or damage or limiting your activities lest you lose them. Instead, invest in the Essential Care Plan for peace of mind and ensure that lost, damaged, or stolen hearing aids are easily replaced or repaired for free.

Let us take care of the little things that make life worth hearing with the Essential Care Plan from Hidden Hearing.

DETAILS:

Name:.....

Address:.....

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.....Postcode:.....

Telephone:.....

Email:.....

Please complete and return to:
Hidden Hearing (N.I.) Limited, 54 High Street, Belfast BT1 2BE



PAYMENT DETAILS

I would like to benefit from the Hidden Hearing Essential Care Plan.

£179 per year for 2 hearing aids (binaural)

£89 per year for 1 hearing aid (monaural)

Please charge my debit/credit card

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Visa Mastercard Expiry Date: ____/____

Signed: _____ Date: ____/____/____

**Please note that the plan is not confirmed until you receive a copy of your invoice, terms and conditions. Hidden Hearing reserves the right to request a check up appointment prior to commencing the Essential Care Plan.*



To find out more about the Essential Care Plan, please call 0800 587 7267

