



## Holiday Back Up Kit

If you are planning on going on holiday and would like the security of a back up 'like for like' spare sound processor, headpiece and cable, whilst you're away, we are able to offer a 'Holiday Back Up Kit'.

Advanced Bionics will provide a similar sound processor, headpiece and cable to your originals, ready to use as back ups. This kit is shipped to your home address prior to your departure. **We recommend that you take out sufficient travel insurance to cover the value of these items.**

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

- Supply Advanced Bionics with 1 month notice before Travel
- Complete the attached form
- Ask your Cochlear Implant Centre to email us a copy of your current sound processor programs ([customerservice.gb@advancedbionics.com](mailto:customerservice.gb@advancedbionics.com)) with '**Holiday Back Up Kit**' in the subject title.
- **Return the form** along with a cheque for the correct amount, made payable to '**Advanced Bionics UK**'.  
Send the form and cheque to:

**Customer Service Department  
Advanced Bionics UK Ltd  
2 Breaks House, Mill Court  
Great Shelford  
Cambridge.  
CB22 5LD**

- We can also take card payments by telephone. Please call 01223 847888.

**Please Note:** In the event of less than a 4 week Notice Period Advanced Bionics may NOT be able to supply. We will always endeavour to supply but will pass on any additional shipping costs for express services

## **WHAT HAPPENS NEXT:**

Your 'Back Up Kit' 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. Kit content details are on the form below. Remember to specify an address where someone will be available during the daytime to receive the parcel.

**Please note: Batteries are not included with Holiday back up kits.**

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.

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).

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## **TERMS AND CONDITIONS:**

1. If you do not use the 'Back Up Kit' you should return it to the address above using the original shipping material - no further charges apply. Please use registered post or courier with tracking services.
2. If you use any of the items in the kit during your holiday please contact Customer Services on your return (T: 01223 847888) and you will be guided through the next steps. You will keep the holiday loaner until you receive replacements for your original items. Our main priority is that you have a working system at all times.
3. If faulty items fall outside warranty an additional invoice will be sent to your centre.
4. All the items in holiday loan kits are available to purchase privately. Please contact our office for details.
5. 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.
6. 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).
7. 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 £5,530 payable to Advanced Bionics on demand. We strongly recommend that you take out appropriate travel insurance to cover your loaner processor before departure.

# Holiday Back Up Kit

Order Date		Required Delivery Date	
Patient Name		Parent/Guardian Name	
Address			
Delivery Address			
Tel/Mob. (Day)		Email	
Travel Dates	From	To	
Centre Name		Centre Tel. N <sup>o</sup> .	

**Kit contents. Please tick the kit you require.**

<b>Naída CI Q70:</b> <b>Unilateral</b> <input type="checkbox"/> <b>Bilateral</b> <input type="checkbox"/>	<b>Harmony:</b> <b>Unilateral</b> <input type="checkbox"/> <b>Bilateral</b> <input type="checkbox"/>
Naída CI Q70, Sand beige (includes small & standard earhook) Universal Headpiece UHP Color Caps, Sand Beige RF cable 3.5" 9 cm (beige) RF cable 12" 30 cm (beige) T-Mic™ 2 Small T-Mic™ 2 Medium Naída CI Clip Left Naída CI Clip Right	Harmony Processor Silver Metallic T-Mic Silver Metallic T-Mic - Small Silver Metallic Universal Headpiece UHP Magnet UHP Color Caps, Silver Gray UHP Cable, Silver 4.25" (11cm)
<b>Neptune:</b> <b>Unilateral</b> <input type="checkbox"/> <b>Bilateral</b> <input type="checkbox"/>	<b>PSP:</b> <b>Unilateral</b> <input type="checkbox"/> <b>Bilateral</b> <input type="checkbox"/>
Neptune Sound Processor, Satin Chrome Neptune Connect, White AquaMic AquaMic Color Caps, Alpine White Neptune Cable for AquaMic, White 32" (81cm)	Platinum Series Sound Processor Universal Headpiece UHP Magnet UHP Color Caps, Silver Gray UHP Cable, Beige 42" (107cm)

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

*Charges from Date of Issue (see Terms and Conditions)*

- Unilateral Loan 30 days **£25.00 plus VAT (Non refundable) Total £30**
- Bilateral Loan 30 days **£50.00 plus VAT (Non refundable) Total £60**

**If not returned in 30 days** - a charge of £10 per day will be incurred up to a maximum of 10 days.  
**If not returned in 40 days** - You will be invoiced for £5,530 plus VAT - as the processor will be presumed lost.

**I 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 'Back Up Kit' scheme.**  
**I also acknowledge that my personal data will be collected, processed and used only by Advanced Bionics UK Ltd. for the purpose of this agreement of Holiday Backup Kit service supply.**

SIGNED:			
PRINT NAME:		Date:	

**SEND to:- Customer Services Department, Advanced Bionics Ltd. 2, Breaks House, Mill Court, Great Shelford Cambridge CB22 5LD**