



Advanced Bionics

A Sonova brand



Advanced Bionics Holiday Loaner Service

For peace of mind whilst you travel

Maintaining your hearing whilst you travel is our priority

The Advanced Bionics (AB) Holiday Loaner Service is designed for your **peace of mind** and **convenience**. Whilst you travel for leisure or work, we know it is important that you have a **backup** just in case any of your own equipment develops a fault.

We will loan you a kit complete with a processor and other essential accessories. The processor will be programmed with your maps. If your own processor develops a fault you will be able to swap for the spare processor from the holiday loaner kit.

In addition to a processor, the Holiday Loaner Kit also contains other essential accessories. These can be used until you replace your own items.



Holiday Loaner Kit Fees

The cost of a Holiday Loaner Kit is £25+VAT for a unilateral kit and £50+VAT for a bilateral kit. From April 1st 2017, this fee can only be paid by debit or credit card.

This card will also be charged if the Holiday Loaner Kit is returned late or is not returned due to being lost or stolen.

Late return fees will be charged at £10 per day if the kit is not returned within 10 working days of your return from holiday.

A lost kit charge of £1,000 will be charged if the Holiday Loaner Kit is not returned.

A charge may also be made for any missing items depending on the circumstances.

How the Holiday Loaner Kit service works

The items in a Holiday Loaner Kit are for use as emergency back up only when your equipment develops a fault and all usual troubleshooting doesn't solve the problem.

Please follow these steps:

1. When you know your dates of travel, complete a holiday loaner booking form and return the completed form via post or email to AB
2. You will receive an email confirmation of your booking
3. You will receive your Holiday Loaner Kit up to a week before you travel
4. When you receive the Holiday Loaner Kit, check the contents and contact AB immediately on 01223 847 888 if there is anything missing. Please keep all items unopened, in their original boxes
5. Take the full kit on holiday with you. If your own equipment develops a fault, conduct your usual troubleshooting steps. If you still have an issue, open and use a replacement item from the Holiday Loaner Kit. Only open the item you need to replace the faulty item
6. Upon your return from holiday;
 - If you have not used any items, return the complete kit back to AB
 - If you have used the processor from the kit, please keep it. Please send back your own faulty processor in the kit. There is no need to contact your centre.
 - If you have used one of the other items (e.g. cable) please contact your centre for a replacement and send back the holiday loaner item/s
7. Complete the returns check list and send the complete Holiday Loaner Kit back to AB within 10 days of your last day of travel

Holiday Loaner Kits are available for the following sound processors:

- Naída Q90
- Naída Q70
- Neptune™
- Harmony™

We have tried to simplify the Holiday Loaner process to make it as easy as possible for all our recipients. Please call us on 01223 847 888 if you have any questions.



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For more information on additional AB locations, please visit
AdvancedBionics.com/contact