

# SmartCare

Our 'Peace of Mind' Plan  
to protect your hearing





## What would you do if you lost your hearing aids – or they were damaged or stolen?

At Smart Hearing Solutions, we want to be there to support you when the unexpected happens.

Whether it's protecting your hearing investment from loss or damage, or making sure you're getting the best offer on batteries, maintenance, repairs and access to the latest technology, we're here to help.

The SmartCare Plan is optional and covers all advanced hearing solutions for 4 years, including your VIP repairs service, the replacement of your device and insurance.

**SmartCare has been designed to keep you connected to your world.**





What's Included in SmartCare?

## Loss and Damage Cover in Australia

The hearing devices you chose with your Smart Hearing Solutions clinician are amongst the most advanced digital technology available. Not only are they valuable, doing without them is probably not an option.

**SmartCare insures your hearing aids against unexpected loss or damage.**

### Your SmartCare Plan includes:

- ✓ 100% complete cover for loss, theft or damage during the first year after purchase
- ✓ 50% cover for loss, theft or damage during the second year after purchase
- ✓ 25% cover for loss, theft or damage during the third year after purchase

## Batteries and Maintenance Program

**Clients eligible for support under the Office of Hearing Services Program** normally pay an annual fee for hearing aid batteries and maintenance (after the first year).

With the SmartCare Plan, **we pay the annual fee.** No questions asked. You still need to sign the annual claim form which you'll receive every year, but **you won't pay any more for essential batteries and maintenance.**

## Free Battery Club Membership

For our **private clients**, SmartCare gives you automatic membership to our battery club.

PLUS

- ✓ Free Batteries
- ✓ Free Clean and Check of your Hearing Aids



## Loyalty Rewards and Discounts

It's our job to make sure you have the best hearing solution that suits your hearing, your lifestyle and your budget. With technology changing all the time, many people want the option of upgrading their hearing devices when they want to.

SmartCare offers **discounts on the latest hearing technology** if you decide to buy a new device within 1 to 5 years of your original purchase:

Within 1 year of your original purchase - 25%  
Within 2 years of your original purchase - 20%  
Within 3 years of your original purchase - 15%  
Within 4 years of your original purchase - 10%

## VIP Repair Service – Guaranteed

If at any time your hearing devices need to be repaired or adjusted, we'll do this at **no extra cost**.

We'll also make sure that the time it takes to take care of your hearing devices isn't any more than necessary.

Subject to the availability of parts, we expect our service centre to **complete the work within 1 working day**. We'll need an **extra day for delivery and getting it back** from our service centre.

SmartCare also guarantees a 4 Year Warranty on your devices.

## Keeping you up-to-date with the latest technology

Hearing technology is being improved all the time.

If you'd like to **hear about the latest hearing technology**, you might like to subscribe to our regular **email newsletter**.

**You'll also receive one free hearing accessory of your choice up to the value at \$150**

Visit our website to make sure you receive the newsletter:  
[www.smarthearingsolutions.com.au](http://www.smarthearingsolutions.com.au)

## Any questions?

If you would like to know more about SmartCare, please call **1300 HEAR SMART (1300 432 776)**.

### The small print

1. This program is only available to private clients and clients under the Office of Hearing Services Program who purchase a top-up hearing device.
2. Loss and damage covers a once only replacement of each device with 100% cover against loss, theft or damage during the first year, 50% in the second year, and 25% in the third year. Replacement value is not redeemable for cash and can only be taken by a replacement device. If the original hearing device you bought is no longer available, a device of similar technology and style will be prescribed as a replacement.
3. An excess of \$600 per hearing device is payable.
4. Loss and damage insurance can only be claimed if loss or damage occurred within Australia.
5. The client contribution (top-up) associated with the Office of Hearing Services Program is covered under Smart Hearing Solutions' SmartCare for 4 years, as long as a signed claim form is returned each year as a renewal of the program. Without a signed form, the batteries and repairs component of the program will be discontinued.
6. Your SmartCare loyalty discount can't be combined with any other discount.
7. All these SmartCare benefits are available for a one-off fee per hearing aid (paid at fitting – contact us for the latest fee details).
8. Limit of 12 packets of batteries per hearing aid per year for private battery club members.



We Care for your Hearing

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