

Hear, there and everywhere

APPLICATION FORM

1 Full Backup Plan

How many sound processors do you have? 1 2

2 Select your sound processor

Please select on the table below what type of sound processor you use and how many you require.

	Cochlear™ Nucleus® 5 Sound Processor	Cochlear Nucleus 6 Sound Processor	Cochlear Nucleus 7 Sound Processor	Cochlear Nucleus Kanso® Sound Processor	Cochlear Nucleus Kanso 2 Sound Processor
TYPE					
COLOUR	Sand <input type="text"/> Brown <input type="text"/>	Maize <input type="text"/> Mocha <input type="text"/>	Sand <input type="text"/> Brown <input type="text"/>	Sandy blonde <input type="text"/> Chocolate brown <input type="text"/>	Sandy blonde <input type="text"/> Chocolate brown <input type="text"/>

3 Recipient information

First name Surname

Name of parent/guardian (if applicable)

Home address

Shipping address (if different from Home address - someone will need to sign for the delivery.)

Contact telephone number(s)

Contact email

Clinic

Travel period from to

4 Payment card details (We accept Visa/Mastercard only. Cheques are not accepted)



Card number

Cardholder name

Expiry date / Security

I declare that I am (or the person I am buying for is) disabled by virtue of a severe hearing impairment and will receive the goods detailed above for domestic or personal use and I claim relief from VAT.

Terms and Conditions

1. Cochlear Europe Ltd ("Cochlear" or "we") will lend you a mapped sound processor, comprising a sound processor (BTE) controller but excluding accessories ("Processor") for the fee set out in the request form, based on the Full Backup Plan of the Cochlear Travel Programme ("Plan") and subject to the following terms and conditions.
2. The Processor remains, at all times, the property of Cochlear.
3. Your card details will be used for payment of the Plan fee and for any late, damaged or lost Processor. A Processor will be dispatched to you via courier to the address given on the request form. It is your responsibility to ensure that someone is available to receive the parcel at the address you specify. The parcel will contain the Processor loaded with your MAP(s).
4. The information provided by you on this request form will only be used for the purpose of supporting the services provided to you under the Plan.
5. We will require your completed application form a minimum of two (2) weeks before you travel so we can obtain an electronic copy of your map(s) from your clinic. If your request is inside this two week period and we are able to accept it, then we will charge you an administrative fee of £50 which is non-refundable. Any requests or changes to be communicated via uktravel@cochlear.com at least two (2) weeks before you begin your trip. Failure to provide Cochlear with your completed application form two (2) weeks before you travel (so we can obtain your map) may result in your processor not being provided.
6. You must return the Processor by courier or registered post to Cochlear within ten (10) days of completion of your travel period (as notified to Cochlear on the request form).
7. Late return of the Processor will incur a late payment charge of £10 per day up to a maximum of a further ten (10) days. Thereafter, the Processor will be deemed lost and Cochlear will charge £3500 from your payment card.
8. The Processor must be returned by courier or registered post, to Cochlear at the address on the request form and should be insured for a value of £3500. Proof of delivery will be required should a parcel be lost or damaged. All carriage and return charges to Cochlear are your responsibility.
9. Where the Processor has been damaged, misused or has been immersed in fluid, you will be liable to pay a fee of £3500 and this fee will be charged to your payment card by Cochlear. We strongly recommend that you take out the appropriate level of travel insurance to cover the Processor from theft, loss or damage before your travel departure.
10. If you use the 'loan' Processor because your own sound processor is faulty, on return from your trip, return your faulty processor to your clinic as per your usual process. Once a replacement is issued via your clinic, please return your 'loan' processor to Cochlear.
11. If you use the 'loan' Processor because your own sound processor has been stolen or lost, you must still return the Processor within ten (10) days of the end of your travel period (as notified to Cochlear on the request form).
12. Plan prices are inclusive of applicable taxes. Pricing is effective from 1 November 2020 for twelve (12) months and will be reviewed annually by Cochlear.
13. Cochlear will not be held responsible for any delay or failure to comply with its obligations under these terms and conditions if the delay or failure arises from any cause which is beyond its reasonable control. This does not affect your statutory rights.
14. By completing and returning the request form you confirm that you have read, understood and agreed to these terms and conditions.
15. You may cancel the Plan at any time provided that we have not already lent you a Processor, and you are unable to travel due to any circumstance beyond your reasonable control such as: Act of God, pandemic, war, armed conflict or terrorist attack, riot, fire, explosion, accident, flood, sabotage; governmental decisions or actions which prohibit travel, or strikes, lockout or injunction. Upon cancellation, Cochlear will refund to you the Plan fee only. For the avoidance of doubt, you will not be entitled to the refund of any administration fee or any late payment charges or the penalty payable for any damage or misuse or immersion in fluid.

I have read and agree to Cochlear privacy policy online (www.cochlear.com) and the terms of use.

I have read, understood and agree to the terms and conditions for **Hear, there and everywhere service**. I authorise Cochlear Europe Ltd to deduct from my payment card the agreed fee as well as any other fee which may become due under these terms and conditions.

Name

Date

Please email to: uktravel@cochlear.com

Alternatively click the button below

EMAIL FORM

You can post this form to:

Cochlear Travel Programme

Cochlear Europe Ltd

6 Dashwood Lang Road

Bourne Business Park

Addlestone, Surrey KT15 2HJ

United Kingdom

For more information, please contact Customer Service on **+44 (0)1932 263 640**
(Monday to Friday 9:00-17:30 excludes weekends and Bank Holidays)

Please seek advice from your health professional about treatments for hearing loss. Outcomes may vary, and your health professional will advise you about the factors which could affect your outcome. Always read the instructions for use. Not all products are available in all countries. Please contact your local Cochlear representative for product information.

Cochlear, Hear now. And always, Kanso Nucleus, and the elliptical logo are either trademarks or registered trademarks of Cochlear Limited.

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