

# Phonak Professional Courtesy Discount Program

At Phonak, our purpose is to enrich the lives of people with hearing loss by providing the best products and services to consumers through hearing professionals. To continue to support our commitment to people with hearing loss, Phonak offers a Professional Courtesy Discount Program to hearing professionals, their colleagues and the immediate family members of the hearing professionals and their colleagues.

This Program is available to all hearing professionals and colleagues at their practice as well as to the immediate family members of the forgoing. For purposes of this Program, "Hearing professionals and colleagues at their practice" include the owners of professional hearing practices and any employee or agent on the staff of that practice. For purposes of this Program, "immediate family members" include the following: parents, grandparents, siblings, in-laws (mother, father, sister, brother), spouse/domestic partner and children.

Please review the following procedures for the Phonak Professional Courtesy Discount Program:

	Hearing Professionals & Colleagues	Immediate Family Members
<b>Which products are available?</b>	All Premium-level hearing instruments (HI) on the current platform (or the most current platform available for a particular HI), CROS on the current platform, wireless accessories, Roger and Sound Delivery Systems are available under this program. Supplies (wax traps, cleaning tools, batteries, etc.) are not available under this program.	Same.
<b>How do I proceed?</b>	<b>For requests NOT containing custom products:</b> Complete the Phonak Professional Courtesy Discount Program Request Form available on PhonakPro.com ( <a href="http://www.phonakpro-us.com/professional-courtesy-discount">www.phonakpro-us.com/professional-courtesy-discount</a> ). Once submitted and acknowledged by a Phonak Sales Regional Director, the order will be placed by a Customer Care agent. A Customer Care agent will reach out to you to collect payment information and will then place your order, to be shipped to the business address of the hearing practice <sup>1</sup> .	<b>For requests NOT containing custom products:</b> Hearing professional completes the Phonak Professional Courtesy Discount Program Request Form available on PhonakPro.com ( <a href="http://www.phonakpro-us.com/professional-courtesy-discount">www.phonakpro-us.com/professional-courtesy-discount</a> ) for the immediate family member. Once submitted and acknowledged by a Phonak Sales Regional Director, the order will be placed by a Customer Care agent. A Customer Care agent will reach out to you to collect payment information and will then place your order, to be shipped to the business address of the hearing practice <sup>1</sup> .

	Hearing Professionals & Colleagues	Immediate Family Members
How do I proceed? continued	<b>For custom product requests:</b> Complete a Phonak Professional Courtesy Discount Program Request Form and Credit Card Authorization Form, available from your Phonak representative or Phonak Customer Care. Once submitted and acknowledged by a Phonak Sales Regional Director, the order will be sent to orders@phonak.com. A Customer Care agent will then place your order, to be shipped to the business address of the hearing practice <sup>1</sup> .	<b>For custom product requests:</b> Hearing professional completes a Phonak Professional Courtesy Discount Program Request Form and Credit Card Authorization Form for the immediate family member, available from your Phonak representative or Phonak Customer Care. Once submitted and acknowledged by a Phonak Sales Regional Director, the order will be sent to orders@phonak.com. A Customer Care agent will then place your order, to be shipped to the business address of the hearing practice <sup>1</sup> .
How do I pay for the products?	<p>Payment is required at the time of order.</p> <p><b>For requests NOT containing custom products:</b> Once your request has been submitted and acknowledged by a Phonak Sales Regional Director, the order will be sent to orders@phonak.com and a Customer Care agent will reach out to you to collect payment information.</p> <p><b>For custom product requests:</b> Complete Credit Card Authorization Form and submit with your order.</p> <p>Please note: Professional Courtesy Discount Program orders <b>will not</b> be placed through buying groups.</p>	Same.
How are the products selected?	The hearing professional will determine which products are appropriate for their own use. For fellow colleagues of the hearing professional's practice, a hearing professional at the practice will determine which products are appropriate.	Immediate family member's hearing professional will determine which products are appropriate and will send that recommendation to the hearing professional who will proceed as stated above.
What is the cost of the products?	<p><b>Hearing Instruments (90s):</b> 60% off list price</p> <p><b>CROS (current platform):</b> 40% off list price</p> <p><b>Roger:</b> 40% off list price</p> <p><b>Wireless Accessories:</b> 25% off list price</p> <p><b>Sound Delivery Systems:</b> 25% off list price</p>	Same.
How often is the Phonak Professional Courtesy Discount Program available?	Each participant is eligible to participate in the program once every 3 years determined by the shipping date of the products.	Same.

	Hearing Professionals & Colleagues	Immediate Family Members
<b>How long is the warranty?</b>	The hearing professional's practice's standard warranty applies.	Same.
<b>What is the return policy?</b>	The Phonak standard return policy applies.	Same.
<b>What is the replacement policy?</b>	The Phonak standard one-time courtesy replacement policy applies.	Same.
<b>What is the repair out of warranty policy?</b>	The Phonak standard repair out of warranty policy applies.	Same.

1 For compliance purposes, VA hearing professionals' orders will be sent to their home address. The Customer Care agent will obtain the shipping information at the same time as the payment information.