

Critical Information summary: Plan Id: ytals-PAYG-Plan-202404-12M-001

This summary does not reflect any special discounts, coupons or promotions which may apply from time to time.

ytals PAYG (Pay-As-You-Go) – 12 M plan

Description of the Service

Our PAYG (Pay As You Go) plan offers you the flexibility to pay for your Health and Safety Watch in smaller, manageable payments over time, rather than a single upfront cost. By choosing this option, you can own your device and pay it off over 12 months while remaining on our device and subscription plan

This subscription plan is for the device that provides access to Dashboard mobile app using ytals device (the watch). This plan does not include paper bills and require upfront, automatic payments via credit, debit or charge card.

Why an Additional Charge?

To provide this flexibility, we apply a small additional fee to the PAYG plan. This fee helps us cover the administrative costs of managing multiple payments, as well as the financial risk associated with offering extended payment terms. By spreading the cost over time, you benefit from immediate access to the device while we ensure the sustainability of our flexible payment options.

S No	Monthly charges and Credits	Charges excluding GST
1	ytals Health & Safety watch (Device) (1 of 12)	\$40.00*
2	Subscription plan	\$15.00*
	Total	\$55.00*

*all charges excluding GST.

Plan	Term and Charges
Minimum monthly charge	\$55.00
Minimum Term	12 months
Cancellation	If your plan is cancelled, you won't receive pro-rata refund of subscription fee for the remainder of your payment cycle. Any related device payment plan will be cancelled, and you'll need to pay out any remaining device payments in full and any other charges owing, as a one-off payment. Subject to your consumer law rights.

Eligibility

This plan is only available to eligible customers. To ensure that we can offer our flexible payment plans, all customers must meet certain eligibility criteria, which includes undergoing a standard credit check. This helps us verify your ability to manage the monthly payments responsibly.

We appreciate your understanding and cooperation in this process. If you have any questions or need further assistance, please feel free to contact our customer service team.



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Devices

You need a compatible SIM card to use the ytals device. eSIM is not compatible with the device. You may bring your own SIM card except eSIM card. You'll need to remain on an eligible plan for the term of your device payment plan. If your device payment is cancelled, you'll need to pay out any remaining device payments in full and any applicable device credits or discounts will be forfeited.

What's included

Monthly inclusions set out in the table above.

What's not included

The SIM card not included.

Information about pricing

Payment plan

The monthly payment plan includes device plus subscription. Once you complete 12 month period, you will keep paying subscription plan, which will give you access to the Dashboard app. We may increase or reduce the subscription price each year depending on indexation and inflation costs. This subscription price will help us to recover our administrative costs to maintain our app.

Device payment

The payment for the device is spread across 12 months.

Changing your plan

We may make changes to your plan, but only to monthly subscription. This could include moving you to a new plan, which may cost more. However, we will give at least 30 days' notice you of any increase to monthly subscription (access to the app), any decrease or any plan moves. You may opt to stay on current plan for which you may not be able to access the new features.

Other information

Warranty

The device (Watch) comes with

- 12-month Warranty from the date of purchase.
- Product can be replaced if it is returned in original condition.
- The warranty covers issues such as non-functional software or firmware, an unusable watch, or malfunctioning vitals gings monitoring.
- However, the Warranty will be void in circumstances mentioned in Clause 6.8 Terms and conditions. Refer to Product Warranty clause [6.8](#) on website.



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Cancelling your plan

You can cancel your plan at any time by notifying us. You will not receive a refund of charges paid in advance for the remainder of your payment cycle of monthly subscription, unless otherwise set out in our agreement.

Any related device payment plan will be cancelled, and you'll need to pay out any remaining device payments in full and any other charges owing, as a one-off payment. Subject to your consumer law rights.

By cancelling the subscription, access to our app will automatically be revoked. This means you will lose the ability to use several features, including but not limited to:

- Monitoring non-surgical human body vitals
- Making SOS calls
- Granting app access to others

Please ensure you understand these terms before proceeding with the cancellation.

Refund policy

If you are not happy with the product, you may return the product. Refer to our website for more information on [Refund Policy](#)

Customer Service and Complaints

If you need assistance, you can choose following options

- Visit [Message us](#) or [Contact us](#)
- Email us at service@ytals.com.au
- Write to us Qual-T Solutions, PO Box 216, Rosewood, QLD-4340



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