

## Critical Information summary: Plan Id: ytals-FP-Plan-202502-12M-001

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

## ytals Flexible payment Plan – 12 M plan

### Description of the Service

Our Flexible Payment Plan provides you with the convenience of spreading the cost of your Health and Safety Watch over manageable payments across a 12-month period, offering an alternative to purchasing the device outright.

This **flexible payment plan covers only the device charges**, while subscription and SIM card charges will be billed separately alongside the device payment plan. The subscription enables access to the Dashboard mobile app via the ytals device (the watch). Please note that this plan does not include paper bills and requires payments to be made upfront through automatic transactions using a credit, debit, or charge card. This ensures a seamless and convenient payment process while giving you access to essential features.

### Charges example only

S No	Monthly charges and Credits	Charges incl GST
1	ytals Health & Safety watch (Device) (1 of 12)	\$32*
2	ytals subscription plan monthly	\$11.00
3	ytals SIM plan monthly	\$11.00
	<b>Total</b>	<b>\$54^</b>

\*The device payment is made monthly over 12-month period

^After the 12-month period, a payment of \$22 per month is required for the subscription and SIM plan

Plan	Term and Charges
Minimum monthly charge	\$30 (Device only)
Minimum Term	12 months
Cancellation	<p>If your plan is cancelled, no pro-rata refund will be provided for payments already made for the current billing cycle. To ensure flexibility and cover the costs of the device, a minimum commitment of 12 months of payments is required.</p> <p>Example</p> <p><b>Scenario:</b> If you commence your flexible payment plan on 1st January 2025 and decide to cancel the plan after two months, for example, on 10<sup>th</sup> March 2025, you will still be responsible for completing the payments for the remaining ten (10) months of the twelve (12) month period. The total amount due for the remainder of the term will be calculated as follows: 10 months x \$32 per month (for the device), amounting to \$320. This amount must be paid to fulfil the minimum commitment for the flexible payment plan. Once the \$320 is paid, the device will</p>



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	be yours to retain. If you choose to continue your subscription after completing the 12-month term, you will transition to a monthly plan with the charges \$11 per month (incl GST) for the subscription and \$11 per month (incl GST) for the SIM plan for the remaining period of agreed SIM plan period. Refer to Subscription and SIM plan Terms and conditions.
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## 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.

## Maintenance and use of Devices and SIM card

- 1. Maintenance and Cleanliness:**  
You are required to maintain the device in good working order and ensure it remains in a clean condition at all times.
- 2. Tampering:**  
Any tampering with the device is strictly prohibited.
- 3. Damage and Liability:**  
In the event of any intentional or unintentional damage to the device, you may be liable for the full replacement cost of the device, which is up to \$380 plus GST.
- 4. Prohibition on Renting to Third Parties:**  
You are expressly prohibited from renting, leasing, or otherwise transferring possession of the device to any third party. Any such action will be considered a breach of this agreement and may result in termination of the contract and additional legal remedies.

**SIM Card:** 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.

## What's included

Monthly inclusions set out in the table above.

## What's not included

The SIM card not included.

## Information about pricing

### Flexible payment plan

The monthly flexible payment plan encompasses the device and subscription. Upon completion of the 12-month payment period, ownership of the watch will transfer to you. However, you will continue to pay a monthly subscription fee of \$11 (inclusive of GST) and



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SIM charges of \$11 (inclusive of GST) to maintain access to the Dashboard app. The subscription fee may be adjusted annually to account for indexation and inflation. This fee contributes to covering our administrative costs associated with maintaining the app. You may opt to cancel subscription plan after 12 month period after which you will be entitled to device only plan.

## Cancellation and Early Termination Clause

In the event that you cancel your 12-month subscription plan—which includes the device, subscription, and SIM plan—prior to the completion of the full term, you agree to pay an early termination fee equal to a minimum of two (2) months' subscription fees at a rate of \$11 per month (i.e., \$22 total). This fee is due immediately upon cancellation and is non-refundable. By enrolling in the 12-month plan, you acknowledge and accept this condition.

## Device payment

As per stated above – monthly up to 12 months.

## Changing your plan

We may make changes to your Flexible payment plan. This could include moving you to a new plan, which may cost more.

## Other information

### Replacement of Defective Device

**1. Replacement Policy:**

If the device (watch) becomes non-functional due to technical issues, it will be replaced, provided the device is returned in its original condition and free from damage. This replacement is subject to our standard 12-month warranty policy.

**2. Definition of Technical Issues:**

Technical issues eligible for replacement include, but are not limited to:

- Non-functional software or firmware.
- An unusable device, provided the issue is not due to tampering or intentional or unintentional damage.
- Malfunctioning vital signs monitoring.

## Cancelling your plan

As per the table above.

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

## Refund policy

A 30-day return window is provided from the date of goods receipt. Standard Refund policy applies, Refer to [Refund policy](#) on our website.

## 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](mailto:service@ytals.com.au)



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- Write to us Qual-T Solutions, PO Box 216, Rosewood, QLD-4340



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