

Critical Information summary: Plan Id: ytals-Rental-Plan-202508-12M-001

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

ytals Rental Plan – 12 M plan

Information about the Service

Information about the service

This plan provides you with the ytals Health & Safety Watch, an active SIM card, and an ongoing subscription for the ytals mobile app and Dashboard access. The watch includes key safety and health features such as SOS alerts, fall detection, GPS tracking, and vital signs monitoring. The service is designed for individuals who require ongoing health and safety monitoring, such as seniors, carers, and NDIS participants.

Minimum Term

12 months.

What's Included

- Rental of one (1) ytals Health & Safety Watch.
- Subscription to the ytals mobile app and Dashboard (up to 2 linked user accounts).
- SIM card with mobile network connectivity (for calls, alerts, and data).
- Shipping is at additional cost

What's Not Included

- International roaming or usage outside the Australian mobile network coverage area.

Deposit

Refundable deposit of \$200 is required for the safety of the watch.

Monthly Cost

- **\$42.90 including GST** (total minimum cost over 12 months: **\$514.80**).
- Payments are made monthly in advance via automatic debit from a valid credit, debit, or charge card.

Early Termination

If you cancel before the end of the 12-month term, you must pay the remaining monthly charges for the full term. The device must be returned in good working condition within 14 days of cancellation; charges may apply for damage or non-return.

Cooling Off Period

If you are not satisfied with the service, you may cancel within the first 30 days of your contract start date. The device must be returned in good working condition. Only postage/return shipping charges will apply. No rental or subscription fees will be charged beyond the return date.



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Other Information

- The device remains the property of ytals and must be returned at the end of the rental term unless you choose to purchase it (if purchase option is offered at the time).
- The SIM card and subscription are linked to the rented device and cannot be transferred to other devices.
- If you lose or damage the device, replacement fee of \$350 or repair fees will apply.

Billing

Your first payment will be charged on the day your order is dispatched and rental agreement is signed. Subsequent payments will be charged on the same date each month.

Usage Information

- SOS and alert functions are dependent on mobile network coverage.
- GPS location accuracy may vary depending on location, network conditions, and environment.

Customer Support

For assistance, contact:

ytals Support – Email: support@ytals.com.au | Phone: 0466 705 207

Your Rights

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For more details, visit: <https://www.accc.gov.au/consumers>



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