

Rental Terms & Conditions

Conditions

We have 7 types of rental plans, 3 for professional and 3 for personal – Please make sure you indicate the correct plan.

Our Personal Packages are - Singles - Couples - Families - NDIS participants - Elite Performers

Our Professional Packages are - Elite performers & Professionals - Terms 3 monthly - Or Weekly Rental Options.

Please be advised we may not be able to extend your plan should you wish to extend at the end of your term.

Rental booking deposit.

A booking deposit of \$90 is required to confirm your booking in advance and is non refundable and payable via credit card upon signing your lease agreement 30 days before your unit is delivered. Please note in some cases you may need to wait up to 6-8 weeks in advance for your rental unit and this deposit will confirm your position on the waitlist until such time. This fee confirms you are next in line and will be deducted from your final rental invoice.

Freight and Freight Insurance

We currently offer free postage however, freight is usually charged at a standard \$25 plus insurance each way. Freight is only through Australia Post. You must provide tracking code when returning your system. Instructions for returns are included in our Rental User's Guide.

Weekly Hires - incur a \$70 Personal delivery and handover over fee no postal deliveries or returns are offered for weekly hires. Weekly hires are only available in locations where a personal delivery & pick up can be arranged - and usually within a 50 km radius to Melbourne CBD all though we can accommodate other arrangements from time to time.

Start and End of Rental Period

Your rental agreement starts from the following day that it turns up either at your home or Australia Post and is required to be sent back the next day the rental period i.e. 1,2 or 3 months expires. For Example , 1 month rental - system turns up at Australia Post on the 24/3/2020, rental period will go from the 25/3/2020 to the 25/4/2020, and is to be sent back the next day on the 26/4/2020

Weekly Hire - personal delivery and handover is arranged for midday and ends exactly 7 days later, unless otherwise agreed by both hirer and Natalie.

Security

Drivers licence photo must be provided along with credit card details as security (over the phone) once you have completed the lease agreement.

In the event that the unit is damaged in any way and/or is deemed as unusable by NeurOptimal® technicians, you will be liable to pay an insurance excess fee of \$500.(this excludes postal damage)

Waiting List

Please understand that you may be placed on a waiting list and we endeavor to give you an approximate date that you will be sent the NeurOptimal® system asap. If you have booked for a month, please understand that it is unlikely that we are able to cater for an extension if the system is already booked out, but if it's not, you will be able to extend your rental term.

Additional Sessions.

Additional sessions may be purchased by contacting us and these are usually charged at an additional \$45 per session utilised within your Rental period unless otherwise agreed.

Payment

We will invoice you each month in advance - We only accept Direct Bank Deposit's - Rental Costs are in Australian Dollars.

Deriving an Income from Renting

If you are engaged a personal rental plan, then under no circumstances can you sublease or share the costs of a rental (the only exception to sharing costs is if it's with a family member/s and this is stipulated in the rental agreement as agreed by Natalie Watson)

We offer business plans with trainer certification should you wish to derive an income from leasing one of our systems. The minimum rental period is 3 months at a total of \$3570 or unless you are on a weekly rental plan. Each client you see must sign a Consent for Training form. Prior to renting, you must have completed the Basic Certification which will provide you with the knowledge and tools to see clients. Our professional rental packages come with a \$100 credit for certification. The certification fees are approx \$900* which is a 2 day online course - (*depending on the US exchange rate)

Technical

Please note that you must connect the system to the internet to update every 7 days otherwise the system's license will expire reducing your lease time.

If there is a technical issue (i.e sound, not loading etc) there is usually a quick fix. This can be due to a windows update. You are required to contact Natalie immediately so that the issue can be resolved to ensure you are training again asap. In the event you do not contact Natalie asap i.e. 2 days later, you will not be reimbursed extra time.

The only things you need to include are your own personal set of headphones or ear buds and baby wipes for cleaning the sensors and your scalp.

This is Training not Treatment

In renting a System, you understand that NeurOptimal® is not a medical treatment, device or methodology. It is not used to diagnose medical disorders nor is it used as a medical treatment for disorders and has not been approved for any medical purpose by the TGA or any other governing agency. It is a wellness tool only. NeurOptimal® is solely as a tool for brain training and optimisation and not as a means of diagnosis or as a medical intervention. You understand that it is not possible to predict what your central nervous system will do with the information it is offered and consequently there can be no guarantee as to predicting the outcomes of your training.

These Terms & Conditions were last update on October 13th 2022

Please get in touch should you have any further questions.

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