



ResMed 30 Day Money Back Guarantee

Terms and conditions

1. ResMed Asia Pacific ABN 86 070 076 470 of 1 Elizabeth Macarthur Drive, Bella Vista NSW 2153 (**ResMed sleepvantage**) offers a 30 Day Money Back Guarantee to customers who are not completely satisfied with their new ResMed product(s), purchased from a ResMed Authorised Dealer between 1 May 2020 and 31 December 2025, subject to these terms and conditions (**Offer**).
2. Under the Offer, if a customer who purchases ResMed product(s) set out in the table in paragraph 3 from a ResMed Authorised Dealer is not completely satisfied, they may return the item(s) to the ResMed Authorised Dealer where they purchased the ResMed product(s), at their expense, for a full refund to the value of the original cost of the returned item(s), provided:
 - a) the customer contacted the ResMed Authorised Dealer if they experienced any issues for support and possible solutions;
 - b) all components of the ResMed product(s) are returned to the same ResMed Authorised Dealer within 30 days of purchase. For new ResMed product(s) that are available for pre-order, the 30 days will commence from the date the items are received. For AirMini-related products that have been purchased separately to create a system and either the device or mask is being returned, these include:
 - a. AirMini device, AirMini mask packs and accessories may include:
 - i. AirMini device, AirMini F20, F30 or N20 Setup Pack, AirFit N30 for AirMini Mask Pack, AirFit P10 AirMini Mask Pack, F20/F30, N20, N30 or P10 AirMini Connectors and AirMini Tubing.
 - ii. AirMini accessories can only be returned if purchased with an AirMini device or if purchased to convert an existing compatible mask for their AirMini device.
 - b. Masks not including AirMini mask packs may include ResMed masks listed in clause 3a.
 - c) there is no damage as a result of improper use or contamination due to cigarette, pipe, cigar, or other smoke;



- d) the customer has provided the ResMed Authorised Dealer with proof of purchase for the returned ResMed product(s); and
- e) the customer is a member of ResMed sleepvantage with a valid ResMed sleepvantage membership number.
 - If the customer is not already a ResMed sleepvantage member, membership is free of charge and the customer can sign up online at www.sleepvantage.com.au/register.

3. This offer is only available for change of mind if the item is returned in its original packaging, in a resellable condition.

4. The Offer:

a) applies only to the ResMed products set out in the table below:

| Product Code | Description |
|--|--------------------------------|
| ResMed devices and selected accessories | |
| 39107 | AirSense 11 Elite 4G |
| 39108 | AirSense 11 AutoSet 4G |
| 37314 | AirSense 10 Elite |
| 37316 | AirSense 10 AutoSet |
| 37438 | AirCurve 10 CS PaceWave 3G |
| 37439 | AirSense 10 Elite 3G |
| 37436 | AirSense 10 AutoSet 3G |
| 37437 | AirSense 10 AutoSet for Her 3G |
| 37460 | AirSense 10 Elite 4G |
| 37457 | AirSense 10 AutoSet 4G |
| 37458 | AirSense 10 AutoSet for Her 4G |
| 37459 | AirCurve 10 CS PaceWave 4G |
| 38140 | AirMini |
| 38825 | F20/F30 AirMini Setup Pack |
| 38823 | N20 AirMini Setup Pack |
| 38010 | F30 AirMini Setup Pack |
| 38011 | F20 AirMini Setup Pack |
| 38843 | F20/F30 Connector for AirMini |
| 38880 | N30 Connector for AirMini |
| 38844 | N20 Connector for AirMini |
| 38845 | P10 Connector for AirMini |
| 38822 | AirMini Tubing |
| AirFit Masks | |
| 38824 | AirFit P10 AirMini Mask Pack |
| 63875 | AirFit P30i: Standard |
| 63876 | AirFit P30i: Small |
| 62904 | AirFit P10 |
| 62914 | AirFit P10 for Her |
| 63520 | AirFit N20 for Her: Small |
| 63521 | AirFit N20: Medium |



| | |
|-------|----------------------------------|
| 63522 | AirFit N20: Large |
| 63723 | AirFit N20 Classic: Small |
| 63724 | AirFit N20 Classic: Medium |
| 63725 | AirFit N20 Classic: Large |
| 63858 | AirFit N30i: Standard |
| 63859 | AirFit N30i: Small |
| 38878 | AirFit N30 for AirMini Mask Pack |
| 64206 | AirFit N30 |
| 63336 | AirFit F30i: S/SML |
| 63337 | AirFit F30i: S/STD |
| 63338 | AirFit F30i: M/STD |
| 63339 | AirFit F30i: W/STD |
| 63340 | AirFit F30i: M/LGE |
| 63375 | AirFit F30i NM SYS: S/SML |
| 63376 | AirFit F30i NM SYS: S/STD |
| 63377 | AirFit F30i NM SYS: M/STD |
| 63378 | AirFit F30i NM SYS: W/STD |
| 63379 | AirFit F30i NM SYS: M/LGE |
| 64126 | AirFit F30: Small |
| 64127 | AirFit F30: Medium |
| 64645 | AirFit F40 SYS: SW/STD |
| 64646 | AirFit F40 SYS: M/STD |
| 64647 | AirFit F40 SYS: L/STD |
| 63430 | AirFit F20: Small |
| 63431 | AirFit F20: Medium |
| 63432 | AirFit F20: Large |
| 63433 | AirFit F20 for Her: Small |
| 63434 | AirFit F20 for Her: Medium |
| 64037 | AirFit F20 NM SML SYS |
| 64038 | AirFit F20 NM MED SYS |
| 64039 | AirFit F20 NM LGE SYS |
| 62302 | AirTouch N30I STD STPK APAC |
| 62303 | AirTouch N30I SML STPK APAC |

* If the customer purchases the AirMini Bedside AirTouch F20/N20 Starter Kit and is not satisfied with the AirTouch UltraSoft™ memory foam cushion, they can convert to the AirFit InfinitySeal™ silicone cushion under the 14-Day AirTouch UltraSoft Memory Foam Cushion Replacement Guarantee Offer. See 14-Day AirTouch UltraSoft Memory Foam Cushion Replacement Guarantee Offer terms and conditions for further details.

b) only applies to customers who purchase from a ResMed Authorised Dealer in Australia or New Zealand;



- c) only applies to ResMed sleepvantage members with a valid ResMed sleepvantage membership number;
 - d) only applies to AirMini accessories when purchased with an AirMini device;
 - e) cannot be offered on other ResMed products;
 - f) applies when the customer has returned their ResMed device and/or mask to the same ResMed Authorised Dealer they purchased the products from;
 - g) is not valid with any other ResMed sleepvantage offer;
 - h) excludes products that are part of ResMed Therapy Plans or ResMed EZ Subscriptions;
 - i) is open to Australian and New Zealand residents aged 18 years or over only;
 - j) is limited to one device and one mask refund per customer within a one-year period; and
 - k) cannot extend beyond 31 December 2025.
5. ResMed reserves the right to amend or cancel the terms of this offer without notice. Any valid claims submitted at the time of any cancellation will be honoured by ResMed.
6. Except for any liability that cannot be excluded by law, ResMed (including its officers, employees and agents) excludes all liability (including negligence), for any personal injury; or any loss or damage (including loss of opportunity); whether direct, indirect, special or consequential, arising in any way out of the offer, including, but not limited to, where arising out of the following: (a) any technical difficulties or equipment malfunction (whether or not under ResMed's control); (b) any theft, unauthorised access or third party interference; (c) any claim for this offer that is late, lost, altered, damaged or misdirected (whether or not after their receipt by ResMed) due to any reason beyond the reasonable control of the ResMed; (d) any tax liability incurred by a claimant; or (e) use of any product.