



ResMed 30 Day Money Back Guarantee Authorised Dealer Instructions

How the offer works.

1. The Offer is subject to the terms and conditions (**Terms and Conditions**) set out below.
2. Customers will receive a communication via email and/or mail from ResMed sleepvantage or their ResMed Authorised Dealer (**Authorised Dealer**) from which they purchased, informing them of the ResMed 30 Day Money Back Guarantee Offer which commences on 1 May 2020.
3. Customers will be encouraged to contact their Authorised Dealer to inform them that they wish to take up the Offer or to find out more about ResMed products during the offer period outlined – 1 May 2020 to 31 December 2024 ("**Offer Period**").
4. The Authorised Dealer orders stock from the ResMed Australian Distribution Centre (**ADC**) through the normal process.
5. The Authorised Dealer sells selected ResMed product(s) to a customer from 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 AirMini Setup Pack + HumidX |
| 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 |



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|-------|----------------------------------|
| 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 |
| 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 |

* 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 AirTouch 14-Day Cushion Replacement Guarantee Offer. See AirTouch 14-Day Cushion Replacement Guarantee Offer terms and conditions for further details.



6. The Authorised Dealer needs to advise the customer to sign up to sleepvantage, if not already a member, by signing up online at www.sleepvantage.com.au/register. The ResMed 30 Day Money Back Guarantee Program is only eligible for sleepvantage members. Claim submissions where the customer is not a sleepvantage member will be rejected.
7. If the customer wishes to return their ResMed product(s), they can do so at the same ResMed Authorised Dealer they purchased from within 30 days from the date of purchase, to obtain a full refund to the value of the original cost of the returned ResMed product(s) in which the customer paid. For new ResMed product(s) that are available for pre-order, the 30 days will commence from the date the items are received. The customer will have to provide the Authorised Dealer with proof of purchase of the returned ResMed product(s). 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 5.
8. The Authorised Dealer will then have to process the full refund to the customer, at the customer's purchased price.
9. The Authorised Dealer will need to submit a valid claim online via <https://resmed-anz.my.salesforce-sites.com/ResmedMoneyBackForm> with a copy of the itemised purchase invoice and refund invoice or credit note (see below for Terms and Conditions);
10. The ADC will then organise a courier to pick up the returned ResMed product(s) but may do so after an accumulation of products being returned.
11. The ADC will issue the Authorised Dealer with a credit on the returned ResMed product(s), to the value of the Authorised Dealer's purchase price plus any surcharges relating to the device, providing that the Authorised Dealer has sent through all required paperwork and proof documents. Please allow up to 6 weeks for the credits to be processed.



Terms and conditions

1. Participation in the Offer implies acceptance of the Terms and Conditions.
2. Promoter is ResMed Asia Pacific Limited (ABN 86 070 076 470), of 1 Elizabeth Macarthur Drive, Bella Vista, NSW 2153.
3. ResMed will provide the Authorised Dealer with a credit to the Authorised Dealer's ResMed account, at the Authorised Dealer's purchase price, for the ResMed product(s) returned by the customer, if the Authorised Dealer sends through a claim to <https://resmed-anz.my.salesforce-sites.com/ResmedMoneyBackForm> within 14 days from the date the customer returned their ResMed product(s).
4. The claim must include:
 - (a) the completed return form (including the customer's name and sleepvantage membership number);
 - (b) an itemised proof of purchase of the returned ResMed product(s);
 - (c) documentary proof that the Authorised Dealer received the returned ResMed product(s) within 30 days of selling the item(s) to the customer; and
 - (d) proof of refund on the itemised ResMed product(s) returned.
5. If the Authorised Dealer is entitled to receive a credit, the credit will be applied to the Authorised Dealer's ResMed account within 6 weeks from the claim submission date.
6. This ResMed 30 Day Money Back Guarantee Offer:
 - (a) only applies to customers who purchase from a ResMed Authorised Dealer in Australia or New Zealand;
 - (b) only applied to ResMed sleepvantage members;
 - (c) only applies to AirMini accessories when purchased with an AirMini device;
 - (d) applies when the customer has returned their ResMed device and/or mask to the same ResMed Authorised Dealer they purchased the products from;
 - (e) is not valid with any other ResMed sleepvantage offer;
 - (f) is limited to one device and one mask refund per customer within a one year period;
 - (g) only applies to the ResMed products set out in clause 5 above in Partner Instructions;
 - (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) cannot be offered on other ResMed products; and
 - (k) cannot be extended beyond 31 December 2024.



7. If, due to any reason beyond ResMed's reasonable control, this Offer is not capable of being conducted as reasonably anticipated ResMed reserves the right, in its sole discretion, to the fullest extent permitted by law:
 - (a) to disqualify any claimant; or
 - (b) to modify, suspend, terminate, or cancel the guarantee, as appropriate.

8. This Offer is provided in addition to the consumer guarantees and do not override or limit consumers' rights under the Australian Consumer Law. Consumers may be entitled to a repair, replacement, or refund even after any voluntary warranty or extended warranty has expired. ResMed products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

If you have any questions or require further details, please contact your local ResMed Account Manager.