



## 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
	<b>ResMed devices and selected accessories</b>
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



38845	P10 Connector for AirMini
38822	AirMini Tubing
	<b>AirFit Masks</b>
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.

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](http://www.sleepvantage.com.au/register). The ResMed 30 Day Money Back Guarantee Program is only available 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. Upon approval, ResMed will generate a consignment note within 5 business days for the collection of the returned ResMed product(s). The Authorised Dealer will need to dispatch the returned product(s) within 40 days; Failure to do so will result in the claim being cancelled.



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 claim is approved, and 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 approval date, provided that the Authorised Dealer have sent the returned ResMed product(s) back to ResMed ADC.
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 applies to ResMed sleepvantage members with a valid ResMed sleepvantage membership number provided;
  - (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 offers;
  - (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. 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.**