



## ResMed 30 Day Money Back Guarantee

### Terms and conditions

1. ResMed Asia Pacific Limited ABN 86 070 076 470 of 1 Elizabeth Macarthur Drive, Bella Vista NSW 2153 (**ResMed**) offers a 30 Day Money Back Guarantee to customers who are not completely satisfied with their new product(s), purchased from a ResMed store between 1 May 2020 and 31 December 2024 (**Term**), subject to these terms and conditions (**Offer**).
2. Under the Offer, if a customer who purchases product(s) set out in the table in paragraph 3 from a ResMed store during the Term is not completely satisfied, they may return the item(s) to the ResMed store where they purchased the product(s), at their expense, for a store credit or a full refund (at the customer's discretion) to the value of the original cost of the returned item(s) excluding any postage charged, provided:
  - a) the customer contacted the ResMed store if they experienced any issues for support and possible solutions;
  - b) all components of the product(s) (including pre-ordered items) are returned within 30 days from the date the items are received.
  - 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 store with proof of purchase for the returned product(s); and
  - e) the customer is a member of ResMed sleepvantage.

If the customer is not already a ResMed sleepvantage member, membership is free of charge and the customer can contact 1300 305 705 (AUS) or 0800 737 633 (NZ) anytime between 8am and 5pm AEST or sign up online at [www.sleepvantage.com.au/register](http://www.sleepvantage.com.au/register)

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

3. The Offer:
  - a) applies only to the products set out in 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
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
38878	AirFit N30 for AirMini Mask Pack
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
38844	N20 Connector for AirMini
38880	N30 Connector for AirMini
38822	AirMini Tubing
	<b>ResMed 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
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
63051	AirTouch F20 Mask System (Small)
63052	AirTouch F20 Mask System (Medium)
63053	AirTouch F20 Mask System (Large)
639008	AirTouch N20 Starter Pack: SML (FH)
639009	AirTouch N20 Starter Pack: MED
639010	AirTouch N20 Starter Pack: LGE
<b>ResMed Sleep Health products</b>	
7079320	OptiPillows Starter Kit - OPTKIT [Headgear, Optipillows Proprietary Valve, 3 Sizes Nasal Pillows (S, M, L)]
7079314	BongoRX Starter Kit - BNG500
7079315	BongoRx Replenishment Kit 4 * SM Cushions, Case, Headstrap and Drying Stand - BNG502
7079316	BongoRx Replenishment Kit 4 * MD Cushions, Case, Headstrap and Drying Stand - BNG503
7079317	BongoRx Replenishment Kit 4 * LG Cushions, Case, Headstrap and Drying Stand - BNG504
7079318	BongoRx Replenishment Kit 4 * XL Cushions, Case, Headstrap and Drying Stand - BNG505
7078706	Snore Rx / SN000
7078707	Smart Nora / NORA2017002.1GL-Sleeve
70710244	Mulberry silk eye mask - Smokey charcoal
70710245	Mulberry silk eye mask – Bubbly Champagne
7078710	Dreampad - Medium / DPD023
7078713	Shoulder Relief Pillow / 1439-01
7078714	Reflux Relief Pillow - Small / 1247-07
7078715	Reflux Relief Pillow - Medium / 1304-07
7078716	Reflux Relief Pillow - Large / 1267-07
7078719	Sound Machine - Black / 5273803
70710242	Contour memory foam eye mask slim - Grey
70710243	Contour memory foam eye mask slim - Black
7078767	Dodow / 3760112490119
7078792	Re-Timer Glasses
70710125	AYO Glasses
70710246	Memory foam pillow with travel bag
70710179	Hushd anti-snoring mouthpiece
70710180	Hushd Mini anti-snoring mouthpiece
<b>Products that are available while stocks last</b>	
63825	AirFit N30i: Standard



63826	AirFit N30i: Small
7078708	Silk Eye Mask - Black / SW501-BL-1
7078709	Silk Eye Mask - Blue / SW501-RYL
7078721	Swannies Night - Classic Black Large / SW101-BL
7078722	Swannies Night - Classic Black Medium / SW101-BR
7078723	Swannies Night - Classic Black Small / SW101-BM
7078724	Swannies Night - Tortoise Shell Large / SW101-TL
7078725	Swannies Night - Tortoise Shell Medium / SW101-TR
7078726	Swannies Night - Tortoise Shell Small / SW101-TM
7078752	Blue Light Blocking Glasses (Style) / BBS-001
7078757	Sweet Dreams Light Bulb - Screw / SWEETDREAMS-E27
7078758	Sweet Dreams Light Bulb - Bayonet / SWEETDREAMS-B22
7078762	Contoured Eye Mask / GB18401-2003
7078763	Sleep and Sound Blocking Ear Plugs

- b) only applies to AirMini accessories when purchased with an AirMini device;
  - c) is not valid with any other ResMed sleepvantage offer;
  - d) excludes products that are part of ResMed EZ subscription;
  - e) is open to Australian and New Zealand residents aged 18 years or over only; and
  - f) is limited to one device, one mask, and one sleep health product refund per customer within a one-year period.
  - g) 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.
4. 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 ResMed;
  - d) any tax liability incurred by a claimant; or
  - e) use of any product.