



ResMed Therapy Plan FAQs – Consumer

Pre-purchase

1. How do the therapy plans work?

It's simple. Select one of our available ResMed Therapy Plans, and you can own and take home with you today all the items in the Starter Pack. Purchasing a ResMed Therapy Plan removes the full upfront payment cost of purchasing your CPAP therapy equipment. Just pay the initial instalment fee, and you'll be well on your way to better sleep.

The weekly instalment amount will be deducted from your credit card on the day listed in your therapy plan for a period of 36 months (156 weeks). Provided that your payment is on time, your replenishment items will be delivered to your address at scheduled intervals specified in your plan.

2. What are the benefits of going on a ResMed Therapy Plan versus purchasing the device and mask upfront?

If you're contemplating or are uncertain about going on CPAP therapy because of the large upfront costs associated, don't be. ResMed have designed a variety of therapy plans where you can own your own CPAP device and mask with an initial payment fee, plus interest-free weekly payments over 36 months. All ResMed Therapy Plans include ongoing replenishments that will be delivered at scheduled intervals, designed to maintain your equipment without you having to track schedules or worry about unplanned expenses.

3. What ResMed Therapy Plans are currently available?

We have tailored our packages so you can choose the one that is right for you to meet your needs and your budget. For more details, please download the brochures.

- [AirSense™ 11 AutoSet™ Basic Plan](#)
- [AirSense 11 AutoSet Premium Plan](#)
- [AirSense 11 AutoSet Premium Comfort Plan](#)
- [AirSense 11 Elite Basic Plan](#)
- [AirSense 10 AutoSet Basic Plan](#)
- [AirSense 10 AutoSet Premium Plan](#)
- [AirSense 10 AutoSet Premium Comfort Plan](#)
- [AirSense 10 Elite Basic Plan](#)
- [AirMini™ Basic Plan](#)
- [AirMini Premium Plan](#)
- [AirSense Refreshment Plan](#)
- [AirTouch™ Refreshment Plan](#)



4. What's included in the Starter Pack?

The contents of each Starter Pack differs depending on which ResMed Therapy Plan is selected. To view what's included in the Starter Packs, see the [checklist](#).

5. If I decide to cancel my ResMed Therapy Plan early, are there any penalty or termination fees applicable? Can I opt to pay the rest of my therapy plan off?

If you choose to terminate your ResMed Therapy Plan early, you will be need to pay a cancellation fee calculated as the weekly fee payable multiplied by the number of weeks remaining under Your plan. Once payment is made, you can choose to have the remainder of your ongoing replenishments that are a part of your ResMed Therapy Plan sent out to you in one shipment, or continue to receive them as per the scheduled interval of your ResMed Therapy Plan. Please contact our team at 1300 305 705 or plans@resmed.com.au to discuss your options.

6. Why is there no option to direct debit the weekly instalment fee?

Unfortunately the payment platform that is being used only accepts payments made by credit/debit card. This includes all major credit/debit cards from Visa[®], Mastercard[®] and American Express[®]. We cannot direct debit from bank account details.

7. What credit cards do you accept?

ResMed accept all major credit cards from Visa, Mastercard and American Express. No credit card fees will be charged to you.

8. Will my credit card information be kept safely?

We understand that security is very important, especially when it comes to credit card information. Our payment provider has been audited by a PCI-certified auditor and is certified to PCI Service Provider Level . This is a stringent level of certification available in the payments industry. To accomplish this, they make use of best-in-class security tools and practices to maintain a high level of security.

9. What happens after the contract expires? Will my therapy plan be automatically renewed?

Prior to your plan expiring, ResMed or ResMed Authorised Dealer may get in contact with you to discuss your options. You may choose to sign up to a new plan with a new device, or sign up to a refreshment plan, where you can continue to receive ongoing replenishment items for your current equipment.

If you decide not to sign up to a new ResMed Therapy Plan, your weekly payments will cease after the final payment has been made.



10. If a new ResMed mask is released during my therapy plan contract period, will I be able to upgrade?

Yes, you can upgrade your mask if that mask is available for the therapy plan you are currently subscribed to. Please contact sleepvantage on 1300 305 705 or your ResMed Authorised Dealer to find out more or to upgrade your mask. [Terms and conditions](#) apply.

11. How much does it cost to sign up to ResMed Therapy Plan?

An initial instalment fee is required at time of sign up, and your first weekly repayment will be charged within the first week, on the day you selected. These payments will be deducted from your credit/debit card once your ResMed Therapy Plan has been activated. Initial instalment fees and weekly repayments differ depending on which ResMed Therapy Plan is selected. For a list of all ResMed Therapy Plans available, view the customer brochures available.

12. Is there a cooling-off period where I can return my products without being charged a termination fee?

ResMed offer a Sleep-on-it Promise for customers who have signed up to a ResMed device therapy plan (does not apply to Refreshment plans). With our Sleep-on-it Promise, you can sign up to plan and take the gear home to try for up to 30 days. If you're not completely satisfied, you can return it and cancel your plan. Payments made prior to the cancellation will not be refunded. [Terms and conditions](#) apply.

13. Are there any other fees associated with the ResMed Therapy Plans?

ResMed's Therapy Plans come with no hidden fees. The only payments you will need to make are the initial instalment fee and the interest-free weekly payments over 36 months (156 weeks). Weekly payments will vary depending on which ResMed Therapy Plan is chosen. No interest, administration or credit card fees will be charged to you.

14. Why is an email address required and what happens if I don't have one?

Your email address is required as all receipts, and notifications of delivery will be sent to your email address. If you don't currently have an email address, we encourage you to sign up for one so you can receive these notifications directly.



Post-purchase

1. Who do I contact if I have an issue regarding the products that are a part of my ResMed Therapy Plan?

If you are experiencing any issues with the ResMed products provided as part of your ResMed Therapy Plan, contact your ResMed Authorised Dealer from where you purchased from. They will be able to assist you with any issues or problems you're experiencing regarding your ResMed device, mask, accessory or CPAP therapy in general.

2. How do I sign up to the self-service portal?

You can sign up to the self-service portal by going to <http://myaccount.resmedplans.com.au>. Click on 'Register Now' and you will be prompted to enter the same email address you used to sign up to your ResMed Therapy Plan, and to set up your password and security question. Once completed, you will be able to access the self-service portal by logging in.

3. When will my credit card be charged for the weekly fees?

After the initial instalment fee has been charged at sign up, your credit card will be charged the recurring fee as stipulated on your chosen plan on a weekly basis, with the first payment occurring on your selected day within the first week of signing up to the Therapy Plan.

4. Will I receive a notification if my credit card is about to expire?

You will receive a notification email 30 days prior to your credit card expiring. When you receive this notification, please login to the [self-service portal](#) to update your credit card details. If you require assistance, please contact sleepvantage on 1300 305 705.

5. My credit card has expired. How do I update my details?

To update your credit card details, login to the [self-service portal](#), head to Billing & Payments and you will be able to update your credit card details there. If you are experiencing issues, please contact sleepvantage on 1300 305 705 for assistance.

6. My address has changed or I would like to have my replacement parts delivered to another address. What do I need to do or who do I need to contact to update my delivery details?

To update your delivery details, login to the [self-service portal](#) and update your address details there. Alternatively, you can contact sleepvantage on 1300 305 705

7. If a new ResMed mask is released during my therapy plan contract period, will I be able to upgrade?

Yes, you can change your next mask resupply to a newer model if that mask is available for the therapy plan you are currently subscribed to. Please contact sleepvantage on 1300 305 705 or



your ResMed Authorised Dealer to find out more or to upgrade your mask. [Terms and conditions](#) apply.

8. What if I opted for a new ResMed mask during the life of my Therapy Plan, but I don't end up liking the mask?

ResMed offer a 30-Day Mask Swap Program if you are not completely satisfied with your new ResMed mask. Simply contact your ResMed Authorised Dealer about returning your new mask within 30 days of receipt and swap it for another ResMed mask that's available under your chosen Therapy Plan. This offer is limited to one transaction per year. [Terms and conditions](#) apply.

9. My delivery was missed, who do I contact?

If your delivery was due and it did not arrive, please contact sleepvantage on 1300 305 705 to find out the status of your shipment.

If no one was home to sign for the delivery, a redelivery may be attempted. Alternatively, an 'item awaiting collection' card may be left in your letter box advising you to collect your items from your local post office within 7 days.

10. Does someone need to be home to sign for the deliveries or can they be left at the door?

The deliveries of ongoing replenishments will need to be signed for. If no one will be available to sign for the delivery, you can update your delivery address to another location where you or someone else will be available to sign for it.

If delivery was attempted and no one was home to sign for it, a redelivery may be attempted. Alternatively, an 'item awaiting collection' card may be left in your letter box advising you to collect your items from your local post office within 7 days.

11. Will I be notified prior to a delivery being delivered?

Yes, you will receive an email to advise when your delivery is due.

12. I'm not receiving any delivery alerts?

Log into the [self-service portal](#) to and check that your your personal details to ensure your email address listed is correct. Alternatively, you can Contact sleepvantage on 1300 305 705 or email plans@resmed.com.au.

13. How do I check what is included in my ResMed Therapy Plan?

To view the list of items included in your ResMed Therapy Plan, see the applicable ResMed Therapy Plans schedule in the ResMed Therapy Plans [terms and conditions](#).



14. Why should I sign up to sleepvantage? How can I opt-out of marketing communications but still receive information related to my ResMed Therapy Plan?

When you sign up to a ResMed Therapy Plan, you will have the option to sign up to sleepvantage, ResMed's member support program. Members will receive several exclusive benefits, including extended manufacturer's warranty and access to our friendly product support line. You will receive an additional 3 years manufacturer's warranty (in addition to the standard 2 years) on your ResMed device, bringing the total manufacturer's warranty for your device to 5 years. ResMed mask and accessories will receive a 50% manufacturer's warranty extension.

To opt-out of marketing communications via sleepvantage, click unsubscribe in any email. Alternatively, you can contact sleepvantage on 1300 305 705 or email info@sleepvantage.com.au. Emails regarding your payments and deliveries will still continue to be sent to you as these communications don't come from sleepvantage.

15. Once the final payment for the Therapy Plan has been made, does the ownership of the goods transfer over me?

Once you make full and final payment of all fees due over the life of your plan, you will own and be able to keep the products you have received under the plan. Refer to the ResMed Therapy Plans [terms and conditions](#).

16. Do you offer any other payment frequency other than weekly?

No. ResMed Therapy Plan are only available on a weekly payment schedule.

17. Where can I view the terms and conditions of the ResMed Therapy Plans?

Terms and conditions can be viewed [here](#).

18. Who do I contact if I have further questions about ResMed Therapy Plans?

For any enquiries related to the ResMed Therapy Plans, contact your ResMed Authorised Dealer. Alternatively, contact sleepvantage on 1300 305 705 and they will be able to assist you.

Updated 4 October 2023