



Summary of changes to consumer T&C on 26 May 2023

The following updates to ResMed Therapy Plans Consumer Terms and Conditions have been made on 26 May 2023:

- 1) Updates to 'Fees' section to create a separate 'Payment' section and clarify actions ResMed may take if consumer fails to pay fees when due. Some of the actions may negatively affect consumer's credit score.
- 2) Addition of the 'Product Availability' section.
- 3) Clarification that consumers should claim 'Sleep-on-it-promise' or 'Mask Swap Program' via the ResMed Authorised Dealer that they originally purchased the Therapy Plan from and that any returns should be done at their own cost.
- 4) Update contact email for Therapy Plans related enquiries to plans@resmed.com.au (used to be info@sleepvantage.com.au). Contact number remain the same 1300 305 705.
- 5) Additional section for customers to provide their signature. Partners should provide a signed copy to the customer at point of sale. Partners should keep a signed copy of the T&C on file as ResMed may request for the copy if it is needed for debt collection purpose.