



## ResMed CPAP Therapy Plan FAQs and T&Cs

### Pre-purchase

#### 1. How do the therapy plans work?

It's simple. Select one of our available ResMed CPAP Therapy Plans, and you can own and take home with you today all the items in the Starter Pack. Purchasing a ResMed CPAP 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 monthly instalment amount will be deducted from your credit card on the day listed in your therapy plan for a period of 36 months. Your replenishment items will be conveniently delivered to your address at scheduled intervals specified in your plan.

#### 2. What are the benefits of going on a ResMed CPAP 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 36 simple interest-free monthly payments, whilst continuing to receive replacement masks and other therapy items you need to keep your sleep apnea treatment working as efficiently as possible for you. We have tailored our packages so you can choose the one that is right for you to meet your needs and your budget. In addition, depending on which ResMed CPAP Therapy Plan you choose, you can save up to \$965.00 off the Manufacturer's Recommended Retail Price (MRRP).

All ResMed CPAP 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 CPAP Therapy Plans are currently available?

There are 5 different CPAP Therapy Plans currently offered by ResMed.

- AirSense™ 10 AutoSet™ Premium Plan
- AirSense 10 AutoSet with AirTouch™ Plan
- AirMini™ Premium Plan
- AirTouch Refreshment Plan
- CPAP Refreshment Plan

For full details on what's included in the above ResMed CPAP Therapy Plans, go to [https://www.resmed.com/au/dam/documents/ResMed\\_Therapy\\_Plans-Brochure.pdf](https://www.resmed.com/au/dam/documents/ResMed_Therapy_Plans-Brochure.pdf) to access the customer brochure and choose the plan that best suits your needs.



**4. What's included in the Starter Pack?**

The contents of each Starter Pack differs depending on which ResMed CPAP Therapy Plan is selected. To view what's included in the Starter Packs, see the customer brochure that can be viewed here.

[https://www.resmed.com/au/dam/documents/ResMed\\_Therapy\\_Plans-Brochure.pdf](https://www.resmed.com/au/dam/documents/ResMed_Therapy_Plans-Brochure.pdf)

**5. If I decide to cancel my ResMed CPAP Therapy Plan early, are there any penalty or termination fees applicable?**

If you choose to terminate your ResMed CPAP Therapy Plan early, the remaining payments of the ResMed CPAP Therapy Plan will need to be paid out upon termination. Once payment has been made, the remainder of your ongoing replenishments that are a part of your ResMed CPAP Therapy Plan will be sent out to you.

**6. If I decide to purchase the AirMini Premium Plan, is the ResMed AirMini 30 Day Money Back Guarantee applicable?**

Yes, the AirMini 30 Day Money Back Guarantee is applicable under the AirMini Premium Plan. If you are not completely satisfied with your AirMini device, you will be eligible to obtain a full refund, provided all items in the AirMini Premium Plan Starter Pack are returned to the ResMed Authorised Dealer who activated your ResMed CPAP Therapy Plan within 30 days of purchase. To take advantage of the AirMini 30 Day Money Back Guarantee, contact sleepvantage on 1300 305 705 to discuss the process.

**7. Why is there no option to direct debit the monthly instalment fee?**

Unfortunately the payment platform that is being used only accepts payments made by credit card. This includes all major credit cards from Visa<sup>®</sup>, Mastercard<sup>®</sup> and American Express<sup>®</sup>.

**8. 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.

**9. 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 gateway has been audited by a PCI-certified auditor and is certified to PCI Service Provider Level 1. This is the most 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.



**10. If I decide to discontinue my ResMed CPAP Therapy Plan early, can I opt to pay the rest of my CPAP therapy plan off?**

Yes, if you decide to discontinue your ResMed CPAP Therapy Plan before the 36 monthly instalments have been paid, you will be required to pay the remaining amount of your plan upon termination. Once payment has been made, the remaining ongoing replenishments that are a part of your plan will be delivered to the address specified in your plan.

**11. 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 the option of renewing your ResMed CPAP Therapy Plan or upgrading to a new plan, if available, that may include ResMed's newest products. If you're satisfied with continuing to use your current device, you will have the option to sign up to a Refreshment Plan, where you can continue to receive ongoing replenishment items to regularly replace and maintain your equipment.

If you decide not to renew or upgrade your ResMed CPAP Therapy Plan or go onto a Refreshment Plan, your monthly instalment payments will cease after the final payment has been made.

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

Yes, if a new ResMed mask is released during your therapy plan period, you will be able to upgrade your mask. To discuss options, contact sleepvantage on 1300 305 705.

**13. What do I need to pay upfront when I go onto a ResMed CPAP Therapy Plan?**

All that's required upfront is the initial instalment fee. This amount will be deducted from your credit card once your ResMed CPAP Therapy Plan has been activated. Initial instalment fees and monthly repayments differ depending on which ResMed CPAP Therapy Plan is selected. For a list of all ResMed CPAP Therapy Plans available, view the customer brochure.

[https://www.resmed.com/au/dam/documents/ResMed\\_Therapy\\_Plans-Brochure.pdf](https://www.resmed.com/au/dam/documents/ResMed_Therapy_Plans-Brochure.pdf)



**14. Is there a cooling-off period where I can return my products without being penalised with fees?**

There is no cooling-off period applicable on ResMed CPAP Therapy Plans. ResMed Authorised Dealers may offer a device and mask trial prior to you activating a ResMed CPAP Therapy Plan. To discuss what trials they offer, please contact your ResMed Authorised Dealer.

Current guarantee programs that ResMed offer include the AirMini 30 Day Money Back Guarantee and the AirTouch F20 14 Day Cushion Replacement Guarantee. If you activate an AirMini Premium Plan, you may be eligible to take advantage of the AirMini 30 Day Money Back Guarantee. If you activate a ResMed CPAP Therapy Plan that includes an AirTouch F20 mask, you may be eligible to take advantage of the AirTouch F20 14 Day Cushion Replacement Guarantee. For more information on these guarantee programs, contact sleepvantage on 1300 305 705.

**15. Is the AirFit 20 Series 14 Day Money Back Guarantee applicable?**

The AirFit 20 Series 14 Day Money Back Guarantee is not applicable in conjunction with the ResMed CPAP Therapy Plans. Ask your ResMed Authorised Dealer to see if they offer ResMed mask trials before you activate an ResMed CPAP Therapy Plan.

**16. Are there any hidden fees associated with the ResMed CPAP Therapy Plans?**

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

**17. Why is an email address required?**

Your email address is required as all receipts, and notifications of delivery will be sent to your email address. At this stage, there are no alternate forms of communication available to receive receipts and notifications of delivery.

If the email address is invalid, you will not receive copies of your receipts to be able to claim back any CPAP therapy costs from your private health insurance company.

Your email address will also be used to sign up to sleepvantage, ResMed's member support program, where your standard manufacturer's warranty of your ResMed products will be extended by 50%. You will also join ResMed's sleepvantage mailing list where you will receive information on new product releases, so you may potentially upgrade your mask when the time comes. You can opt out of the sleepvantage membership program at any time by contacting 1300 305 705 or via email at [info@sleepvantage.com.au](mailto:info@sleepvantage.com.au).



## Post-purchase

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

If you are experiencing any issues with the ResMed products provided as part of your ResMed CPAP 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. In most cases, a simple phone call resolves the issue, but if this does not work, you may have to see your ResMed Authorised Dealer for assistance.

### 2. How do I sign up for 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 your current email address, 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. Why does my therapy plan say "Free trial" when I log into the self-service portal?

As your monthly fees commence one month after your initial instalment payment, the first month will be labelled as a "trial" in the self-service portal until your monthly payments begin. This label will disappear when your monthly payments commence.

### 4. When will my credit card be charged for the monthly 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 monthly basis, with the first payment occurring one month after the signing up to the Therapy Plan.

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

You will receive a notification email 10 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.

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

To update your credit card details, login to the Self-service portal using the link below, 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.

<http://myaccount.resmedplans.com.au>



**7. 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, you can contact sleepvantage on 1300 305 705 or alternatively, login to the Self Service portal using the link below and update your address details there.

<http://myaccount.resmedplans.com.au>

**8. When new ResMed masks become available, can I opt to select those masks as part of my on-going replenishment items?**

If a new ResMed mask becomes available, and you would like to upgrade your mask next time your new mask system replacement is due, contact sleepvantage on 1300 305 705 to discuss this upgrade.

**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. It may be that it was delayed due to unforeseen circumstances.

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. How do I cancel my ResMed CPAP Therapy Plan?**

You can cancel your ResMed CPAP Therapy Plan at any time, but by doing so, you will need to pay the remaining monthly fees applicable to your contract upon termination. Once payment has been made, the remainder of your ongoing replenishment items that are a part of your ResMed CPAP Therapy Plan will be sent out to you.

**12. What fees are associated with cancelling my therapy plan?**

There is no cancellation fee applicable, although the remaining monthly fees under your therapy plan will need to be paid out in full upon cancellation.



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

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

**14. I'm not receiving any delivery alerts?**

Contact sleepvantage on 1300 305 705 to ensure your email address listed is correct.

Alternatively, you can log into the Self-service portal using the link below to review, and update your personal details if necessary.

<http://myaccount.resmedplans.com.au>

**15. What is included in my ResMed CPAP Therapy Plan?**

To view the list of items included in your ResMed CPAP Therapy Plan, see the ResMed CPAP Therapy Plans schedule via the link below.

[https://www.resmed.com/au/dam/documents/ResMed\\_Therapy\\_Plans-Schedule.pdf](https://www.resmed.com/au/dam/documents/ResMed_Therapy_Plans-Schedule.pdf)

**16. Why am I signed up to sleepvantage? How can I opt-out of marketing communications but still receive information related to my ResMed CPAP Therapy Plan?**

You have been signed up to sleepvantage, ResMed's member support program, where your standard manufacturer's warranty of your ResMed products will be extended by 50%.

To opt-out of marketing communications via sleepvantage, please contact sleepvantage on 1300 305 705 or email [info@sleepvantage.com.au](mailto:info@sleepvantage.com.au). Emails regarding your receipt of monthly payments and deliveries will still continue to be sent to you as these communications don't come from sleepvantage.

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

Terms and conditions can be viewed via the link below.

[https://www.resmed.com/au/dam/documents/Resmed\\_Therapy\\_Plans-FAQs.pdf](https://www.resmed.com/au/dam/documents/Resmed_Therapy_Plans-FAQs.pdf)

**18. Customer support**

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