



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 2021 (“**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
	ResMed devices and selected accessories
37460	AirSense 10 Elite 4G
37457	AirSense 10 AutoSet 4G
37458	AirSense 10 AutoSet for Her 4G
37459	AirCurve 10 CS PaceWave 4G
380065	AirMini Bedside Starter Kit: AirFit F30 SML
380066	AirMini Bedside Starter Kit: AirFit F30 MED
380061	AirMini Bedside Starter Kit: AirFit F30 SML
380062	AirMini Bedside Starter Kit: AirFit F30 MED
380067	AirMini Bedside Starter Kit: AirTouch F20 SML*
380068	AirMini Bedside Starter Kit: AirTouch F20 MED*
380069	AirMini Bedside Starter Kit: AirTouch F20 LGE*
380052	AirMini Bedside Starter Kit: AirTouch F20 SML*
380053	AirMini Bedside Starter Kit: AirTouch F20 MED*
380054	AirMini Bedside Starter Kit: AirTouch F20 LGE*
380070	AirMini Bedside Starter Kit: AirFit F20 SML
380071	AirMini Bedside Starter Kit: AirFit F20 MED
380072	AirMini Bedside Starter Kit: AirFit F20 LGE
380073	AirMini Bedside Starter Kit: AirFit F20 for Her SML
380074	AirMini Bedside Starter Kit: AirFit F20 for Her MED
380015	AirMini Bedside Starter Kit: AirFit F20 SML



380016	AirMini Bedside Starter Kit: AirFit F20 MED
380017	AirMini Bedside Starter Kit: AirFit F20 LGE
380018	AirMini Bedside Starter Kit: AirFit F20 for Her SML
380019	AirMini Bedside Starter Kit: AirFit F20 for Her MED
380078	AirMini Bedside Starter Kit: AirFit N30
380075	AirMini Bedside Starter Kit: AirTouch N20 for Her SML
380076	AirMini Bedside Starter Kit: AirTouch N20 MED
380077	AirMini Bedside Starter Kit: AirTouch N20 LGE
380020	AirMini Bedside Starter Kit: AirFit N20 for Her SML
380021	AirMini Bedside Starter Kit: AirFit N20 MED
380022	AirMini Bedside Starter Kit: AirFit N20 LGE
380055	AirMini Bedside Starter Kit: AirFit N20 Classic SML
380056	AirMini Bedside Starter Kit: AirFit N20 Classic MED
380057	AirMini Bedside Starter Kit: AirFit N20 Classic LGE
380023	AirMini Bedside Starter Kit: AirFit P10
380060	AirFit P10 Travel Starter Kit
380081	AirFit N30 Travel Starter Kit
380059	AirMini F20 Freedom Kit
380058	AirMini N20 Freedom Kit
38140	AirMini (device only)
38010	F30 AirMini Setup Pack
38011	F20 AirMini Setup Pack
38825	F20/F30 AirMini Setup Pack
38823	N20 AirMini Setup Pack
38843	F20/F30 Connector for AirMini
38844	N20 Connector for AirMini
38822	AirMini Tubing
	AirFit Masks
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
63825	AirFit N30i: Standard (Available while stocks last)
63826	AirFit N30i: Small (Available while stocks last)
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
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

* 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 AirTouch 14-Day Cushion Replacement Guarantee Offer. See AirTouch 14-Day 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 contacting 1300 305 705 (AUS) or 0800 737 633 (NZ) anytime between 8am and 6pm AEST or to sign up online at www.sleepvantage.com.au/register.
7. If the customer wishes to return their ResMed product(s), they can do so 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. The customer will have to provide the Authorised Dealer with proof of purchase of the returned ResMed product(s). For AirMini Starter Kits, these include:
 - (a) AirMini device, AirMini Setup/Mask Pack, Mask and accessories.AirMini device and accessories may include:
 - (a) AirMini device, AirMini F20, F30 or N20 Setup Pack, AirFit N30 for AirMini Mask Pack, AirFit P10 AirMini Mask Pack, F20/F30 or N20 AirMini Connectors and AirMini tubing.
 - (b) AirMini accessories can only be returned if purchased with an AirMini device.
8. Authorised Dealer will then have to process the full refund to the customer, at the customer's purchased price.
9. Authorised Dealer sends a valid claim to ANZproductguarantee@resmed.com.au (see below for Terms and Conditions);
10. The ADC will then organise a courier to pick up the returned ResMed product(s), but may do so after an accumulation of products being returned.



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, 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 Authorised Dealer sends through a claim to ANZproductguarantee@resmed.com.au within 10 business 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);
 - (b) 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 the refund provided to the customer.
5. If Authorised Dealer is entitled to receive a credit, the credit will be applied to Authorised Dealer's ResMed account within 6 weeks from the claim submission date.
6. This ResMed 30 Day Money Back Guarantee Offer:
 - (a) is limited to one device and one mask refund per customer within a one-year period;
 - (b) only applies to the ResMed products set out in clause 5 above in Partner Instructions;
 - (c) excludes products that are part of ResMed Therapy Plans;
 - (d) cannot be offered on other ResMed products; and
 - (e) cannot be extended beyond 31 March 2021.
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 Offers are provided in addition to the consumer guarantees and do not override or limit consumers' rights under the Australian Consumer Law. Consumers may be entitled to a repair, replacement or refund even after any voluntary warranty or extended warranty has expired. 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.