



14 Day AirTouch™ UltraSoft™ Memory Foam Cushion Replacement 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 from ResMed sleepvantage or their ResMed Authorised Dealer (**Authorised Dealer**) from which they purchased via email and/or mail informing them of the 14 Day AirTouch UltraSoft Memory Foam Cushion Replacement Guarantee Offer which commences on 27 November 2017.
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 the ResMed AirTouch UltraSoft series of masks during the offer period outlined – 27 November 2017 to 31 December 2025 (**"Offer Period"**).
4. The Authorised Dealer orders stock from the ResMed Australian Distribution Centre (**ADC**) through the normal process.
5. The Authorised Dealer sells an AirTouch F20 Starter Pack + 3PK of Cushions or an AirTouch N20 Starter Pack (**"AirTouch Starter Pack"**) to a customer from the table below:

Product Code	Description
630019	AirTouch F20 Starter Kit + 3PK of Cushions: SML
630020	AirTouch F20 Starter Kit + 3PK of Cushions: MED
630021	AirTouch F20 Starter Kit + 3PK of Cushions: LGE
630009	AirTouch F20 Starter Pack: SML
630010	AirTouch F20 Starter Pack: MED
630011	AirTouch F20 Starter Pack: LGE
639008	AirTouch N20 for Her Starter Pack: SML
639009	AirTouch N20 Starter Pack: MED
639010	AirTouch N20 Starter Pack: LGE

6. The Authorised Dealer needs to advise the customer to sign up to sleepvantage, if not already a member, by signing up online at www.sleepvantage.com.au/register. The 14 Day AirTouch UltraSoft Memory Foam Cushion Replacement Guarantee Program is only eligible for sleepvantage members. Claim submissions where the customer is not a sleepvantage member



will be rejected.

7. If the customer wishes to exchange their AirTouch UltraSoft™ memory foam cushions that are a part of the AirTouch Starter Pack, they can do so at the same Authorised Dealer they purchased from within 14 days from the date of purchase, to obtain one AirFit InfinitySeal™ silicone cushion. The customer will have to provide the Authorised Dealer with proof of purchase for the AirTouch Starter Pack.
8. The Authorised Dealer will then have to supply one AirFit InfinitySeal silicone cushion to the customer, to replace the UltraSoft memory foam cushions that is part of the AirTouch Starter Pack purchase.
9. The Authorised Dealer submits a valid claim online via <https://resmed-anz.my.salesforce-sites.com/14DayCushionReplacementForm> (see below for Terms and Conditions).
10. The Authorised Dealer will then have to dispose of the used UltraSoft memory foam cushion, and with the unused cushions, use them how they see fit.
11. The ADC will issue the Authorised Dealer with a credit for the AirFit InfinitySeal silicone cushion 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 replacement AirFit InfinitySeal cushion credit to the Authorised Dealer's ResMed account, at the Authorised Dealer's purchase price, for the ResMed AirFit InfinitySeal silicone cushion, if the Authorised Dealer submits a claim to <https://resmed-anz.my.salesforce-sites.com/14DayCushionReplacementForm> within 14 days from the date the customer returned the AirTouch Starter Pack.
4. The claim submission must include:
 - (a) The completed replacement form (including the customer's name, sleepvantage membership number and purchase details);
 - (b) a copy of an itemised invoice for proof of purchase of the AirTouch Starter Pack;



- (c) documentary proof that the Authorised Dealer issued out an AirFit InfinitySeal silicone cushion at \$0.00 within 14 days of selling the AirTouch Starter Pack to the customer.
- 5. If the Authorised Dealer is entitled to receive a credit, the credit will be applied to the Authorised Dealer's ResMed account.
- 6. The 14 Day AirTouch UltraSoft Memory Foam Cushion Replacement Guarantee Offer:
 - (a) only applies to customers who purchase from a ResMed Authorised Dealer in Australia or New Zealand;
 - (b) is open to Australian and New Zealand residents aged 18 years or over only;
 - (c) only applies to ResMed sleepvantage members;
 - (d) is limited to one exchange per customer within a one year period;
 - (e) only applies to the AirTouch F20 and AirTouch N20 product codes set out in paragraph 5 above in the Authorised Dealer Instructions;
 - (f) applies when the customer has returned their AirTouch UltraSoft cushions to the same ResMed Authorised Dealer they purchased the products from;
 - (g) is not valid with any other ResMed sleepvantage offer;
 - (h) excludes products that are part of ResMed Therapy Plans or ResMed EZ Subscriptions;
 - (i) cannot be offered on other ResMed products; and
 - (j) cannot be extended beyond 31 December 2025.
- 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 Offer, as appropriate, including but not limited to additions and deletions to the qualifying masks set out in paragraph 5 above in the Authorised Dealer Instructions.

If you have any questions or require further details, please contact your ResMed Account Manager.