



14 Day AirTouch™ UltraSoft™ Memory Foam Cushion Replacement Guarantee

Terms and conditions

1. ResMed Asia Pacific ABN 86 070 076 470 of 1 Elizabeth Macarthur Drive, Bella Vista NSW 2153 (**ResMed sleepvantage**) offers a 14 Day Cushion Replacement Guarantee to customers who are not completely satisfied with their new AirTouch F20 or AirTouch N20 mask purchased from a ResMed Authorised Dealer between 27 November 2017 and 31 December 2025, subject to these terms and conditions (**Offer**).
2. Under the Offer, if a customer who is a sleepvantage member, purchases one of the AirTouch Starter Packs (**AirTouch Starter Pack**) set out in paragraph 3 from a ResMed Authorised Dealer and is not completely satisfied with the AirTouch UltraSoft™ memory foam cushion, the customer will have 14 days from the date of purchase to return the UltraSoft memory foam cushions that are a part of the AirTouch Starter Pack to the ResMed Authorised Dealer where they purchased the AirTouch Starter Pack, at their expense, for an exchange to one AirFit InfinitySeal™ silicone cushion, provided:
 - a) the unused UltraSoft memory foam cushions are returned within 14 days of purchase; and
 - b) the customer has provided the ResMed Authorised Dealer with proof of purchase for the AirTouch Starter Pack and is a current sleepvantage member.
3. The 14 Day AirTouch UltraSoft Memory Foam Cushion Replacement Offer:
 - a) applies only to the AirTouch Starter Pack product codes set out in 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

- b) only applies to ResMed sleepvantage members;
- c) cannot be offered on other ResMed products



- d) is not valid with any other ResMed sleepvantage offer;
 - e) is open to Australian and New Zealand residents aged 18 years or over only;
 - f) only applies to customers who purchase from a ResMed Authorised Dealer in Australia or New Zealand;
 - g) applies when the customer has returned their AirTouch UltraSoft cushions to the same ResMed Authorised Dealer they purchased the products from;
 - h) excludes products that are part of ResMed Therapy Plans or ResMed EZ Subscriptions;
 - i) is limited to one exchange per customer within a one year period; and
 - j) cannot extend beyond 31 December 2025.
4. If a customer is not already a sleepvantage member, they may still take advantage of the 14 Day AirTouch UltraSoft Memory Foam Cushion Replacement Guarantee Offer if they first sign up to be a sleepvantage member by visiting www.sleepvantage.com.au/register
5. There are no exceptions or extensions to this Offer, except with ResMed's express written consent, which may be withheld at ResMed's discretion.
6. If this Offer is not capable of being conducted as reasonably anticipated due to any reason beyond the reasonable control of ResMed, ResMed sleepvantage 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 3 (a).
7. ResMed reserves the right to amend or cancel the terms of this offer without notice. Any valid claims submitted at the time of any cancellation will be honoured by ResMed.
8. This Offer is 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.