



## ResMed Sleep-on-it Promise – Therapy Plans Authorised Dealer Instructions

### How the program works.

1. The program is subject to the terms and conditions (Terms and Conditions) set out below.
2. Customers will receive communication from ResMed or their ResMed Authorised Dealer (**Authorised Dealer**) from which they purchased a ResMed Device Therapy Plan informing them of the ResMed Sleep-on-it Promise ("**Offer**") which commences on 28 October 2020.
3. The offer period outlined is 28 October 2020 to 31 December 2023 ("**Offer Period**").
4. If the customer wishes to cancel their ResMed Device Therapy Plan, they can do so within 30 days of signing the contract. The customer will have to contact their Authorised Dealer to inform them that they wish to cancel their ResMed Device Therapy Plan and return all items provided in the ResMed Device Therapy Plan starter pack to their Authorised Dealer.
5. The Authorised Dealer is to complete the ResMed Sleep-on-it Promise form and send it to [plans@resmed.com.au](mailto:plans@resmed.com.au) (see below for Terms and Conditions).
6. The Authorised Dealer collects all the ResMed products provided in the starter pack of the ResMed Device Therapy Plan from their customer.
7. The ResMed Customer Care Team will organise with the Authorised Dealer the return of all the ResMed products provided in the starter pack for the ResMed Device Therapy Plan, providing that the Authorised Dealer has sent through all required paperwork.

### Terms and conditions

1. Participation in the program 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 terminate the customer's ResMed Device Therapy Plan contract if the customer requests this within 30 days of signing the contract and returns all ResMed products provided in the ResMed Device Therapy Plan starter pack to the Authorised Dealer.



4. Under the Offer, the customer forfeits their initial upfront payment and subsequent weekly payments due to ResMed within the 30 day period.
5. Authorised Dealer sends through the ResMed Sleep-on-it Promise completed form to [plans@resmed.com.au](mailto:plans@resmed.com.au) within 5 business days from the date the customer opts to cancel their ResMed Device Therapy Plan contract.
6. The emailed form must include the completed ResMed Sleep-on-it Promise form (including the customer's name and Authorised Dealer's details).

The ResMed Sleep-on-it Promise Offer:

- (a) applies only to the ResMed therapy plans set out in the table below:

<b>ResMed Therapy Plan</b>
AirSense 11 AutoSet Basic Plan
AirSense 11 AutoSet Premium Plan
AirSense 11 AutoSet Premium Comfort Plan
AirSense 11 Elite Basic Plan
AirSense 10 AutoSet Basic Plan
AirSense 10 AutoSet Premium Plan
AirSense 10 AutoSet Premium Comfort Plan
AirSense 10 Elite Basic Plan
AirMini Basic Plan
AirMini Premium Plan

- (b) does not supersede any of the conditions outlined in the current ResMed Authorised Dealer Wholesale Therapy Plans terms and conditions contract;
  - (c) is limited to one ResMed Device Therapy Plan cancellation per customer;
  - (d) only applies to the ResMed Device Therapy Plans set out in paragraph 7(a) above in the Authorised Dealer Instructions;
  - (e) cannot be offered on other ResMed products; and
  - (f) cannot be extended beyond 31 December 2023
7. If, due to any reason beyond ResMed's reasonable control, this promotion 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) (a) to disqualify any claimant; or
    - (b) (b) to modify, suspend, terminate or cancel the Offer, as appropriate, including but not limited to additions and deletions to the qualifying ResMed Device Therapy Plans set out in paragraph 7(a) above in the Terms and conditions.

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