

Resmed 30 Day Money Back 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 30 Day Money Back Guarantee to customers who are not completely satisfied with their new Resmed product(s), purchased from a Resmed Authorised Dealer between 1 May 2020 and 31 December 2026, subject to these terms and conditions (**Offer**).
2. Under the Offer, if a customer who purchases Resmed product(s) set out in the table in paragraph 3 from a Resmed Authorised Dealer is not completely satisfied, they may return the item(s) to the Resmed Authorised Dealer where they purchased the Resmed product(s), at their expense, for a full refund to the value of the original cost of the returned item(s), provided:
 - a) the customer contacted the Resmed Authorised Dealer if they experienced any issues for support and possible solutions;
 - b) all components of the Resmed product(s) are returned to the same Resmed Authorised Dealer within 30 days of purchase. For new Resmed product(s) that are available for pre-order, the 30 days will commence from the date the items are received. For AirMini-related products that have been purchased separately to create a system and either the device or mask is being returned, these include:
 - a. AirMini device, AirMini mask packs and accessories may include:
 - i. AirMini device, AirMini F20, F30 or N20 Setup Pack, AirFit N30 for AirMini Mask Pack, AirFit P10 AirMini Mask Pack, F20/F30, N20, N30 or P10 AirMini Connectors and AirMini Tubing.
 - ii. AirMini accessories can only be returned if purchased with an AirMini device or if purchased to convert an existing compatible mask for their AirMini device.
 - b. Masks not including AirMini mask packs may include Resmed masks listed in clause 3a.
 - c) there is no damage as a result of improper use or contamination due to cigarette, pipe, cigar, or other smoke;

- d) the customer has provided the Resmed Authorised Dealer with proof of purchase for the returned Resmed product(s); and
- e) the customer is a member of Resmed sleepvantage with a valid Resmed sleepvantage membership number.
- If the customer is not already a Resmed sleepvantage member, membership is free of charge and the customer can sign up online at www.sleepvantage.com.au/register.
3. This offer is only available for change of mind if the item is returned in its original packaging, in a resellable condition.
4. The Offer:
- a) applies only to the Resmed products set out in the table below:

Product Code	Description
Resmed devices and selected accessories	
39107	AirSense 11 Elite 4G
39108	AirSense 11 AutoSet 4G
37316	AirSense 10 AutoSet
37460	AirSense 10 Elite 4G
37457	AirSense 10 AutoSet 4G
37458	AirSense 10 AutoSet for Her 4G
37459	AirCurve 10 CS PaceWave 4G
38140	AirMini
38825	F20/F30 AirMini Setup Pack
38823	N20 AirMini Setup Pack
38010	F30 AirMini Setup Pack
38011	F20 AirMini Setup Pack
38843	F20/F30 Connector for AirMini
38880	N30 Connector for AirMini
38844	N20 Connector for AirMini
38845	P10 Connector for AirMini
38822	AirMini Tubing
AirFit/AirTouch masks	
38824	AirFit P10 AirMini Mask Pack
63875	AirFit P30i Starter Pack: Standard
63876	AirFit P30i Starter Pack: 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
63430	AirFit F20: Small

63431	AirFit F20: Medium
63432	AirFit F20: Large
63433	AirFit F20 for Her: Small
63434	AirFit F20 for Her: Medium
64037	AirFit F20 NM: Small
64038	AirFit F20 NM: Medium
64039	AirFit F20 NM: Large
63858	AirFit N30i Starter Pack: Standard
63859	AirFit N30i Starter Pack: Small
38878	AirFit N30 AirMini Mask Pack
64206	AirFit N30 Starter Pack
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
63375	AirFit F30i NM: S/SML
63376	AirFit F30i NM: S/STD
63377	AirFit F30i NM: M/STD
63378	AirFit F30i NM: W/STD
63379	AirFit F30i NM: M/LGE
64126	AirFit F30: Small
64127	AirFit F30: Medium
64645	AirFit F40: SW/STD
64646	AirFit F40: M/STD
64647	AirFit F40: L/STD
62302	AirTouch N30i Starter Pack: Standard
62303	AirTouch N30i Starter Pack: Small
62371	AirTouch N30i: SW/STD
62372	AirTouch N30i: M/STD
62373	AirTouch N30i: L/STD
62374	AirTouch N30i: SW/SML
62375	AirTouch N30i: M/SML
62376	AirTouch N30i: L/SML
62450	AirTouch F30i Comfort: SW/SML
62451	AirTouch F30i Comfort: M/SML
62452	AirTouch F30i Comfort: SW/STD
62453	AirTouch F30i Comfort: M/STD
62454	AirTouch F30i Comfort: L/STD
62455	AirTouch F30i Comfort: M/LGE

Note: If the customer purchases the 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 14-Day AirTouch UltraSoft Memory Foam Cushion Replacement Guarantee Offer. See 14-Day AirTouch UltraSoft Memory Foam Cushion Replacement Guarantee Offer terms and conditions for further details.

- b) only applies to customers who purchase from a Resmed Authorised Dealer in Australia or New Zealand;
 - c) only applies to Resmed sleepvantage members with a valid Resmed sleepvantage membership number;
 - d) only applies to AirMini accessories when purchased with an AirMini device;
 - e) cannot be offered on other Resmed products;
 - f) applies when the customer has returned their Resmed device and/or mask 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) is open to Australian and New Zealand residents aged 18 years or over only;
 - j) is limited to one device and one mask refund per customer within a one-year period; and
 - k) cannot extend beyond 31 December 2026.
5. 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.
6. Except for any liability that cannot be excluded by law, Resmed (including its officers, employees and agents) excludes all liability (including negligence), for any personal injury; or any loss or damage (including loss of opportunity); whether direct, indirect, special or consequential, arising in any way out of the offer, including, but not limited to, where arising out of the following: (a) any technical difficulties or equipment malfunction (whether or not under Resmed's control); (b) any theft, unauthorised access or third party interference; (c) any claim for this offer that is late, lost, altered, damaged or misdirected (whether or not after their receipt by Resmed) due to any reason beyond the reasonable control of the Resmed; (d) any tax liability incurred by a claimant; or (e) use of any product.