



## ResMed Therapy Plan FAQs – Consumer

### Pre-purchase

#### 1. How do the therapy plans work?

It's simple. Select one of our available ResMed Therapy Plans, and you can own and take home with you today all the items in the Starter Pack. Purchasing a ResMed Therapy Plan removes the full upfront payment cost of purchasing your CPAP therapy equipment. Just pay the initial instalment fee, and you'll be well on your way to better sleep.

The weekly instalment amount will be deducted from your credit card on the day listed in your therapy plan for a period of 36 months (156 weeks). Your replenishment items will be conveniently delivered to your address at scheduled intervals specified in your plan.

#### 2. What are the benefits of going on a ResMed Therapy Plan versus purchasing the device and mask upfront?

If you're contemplating or are uncertain about going on CPAP therapy because of the large upfront costs associated, don't be. ResMed have designed a variety of therapy plans where you can own your own CPAP device and mask with an initial payment fee, plus simple interest-free weekly payments over 36 months, whilst continuing to receive replacement masks and other therapy items you need to keep your sleep apnea treatment working as efficiently as possible for you. We have tailored our packages so you can choose the one that is right for you to meet your needs and your budget.

All ResMed Therapy Plans include ongoing replenishments that will be delivered at scheduled intervals, designed to maintain your equipment without you having to track schedules or worry about unplanned expenses.

#### 3. What ResMed Therapy Plans are currently available?

There are 8 different Therapy Plans currently offered by ResMed.

- [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](#)
- [AirSense 10 Refreshment Plan](#)
- [AirTouch Refreshment Plan](#)



For full details on what's included in the above ResMed Therapy Plans, see the applicable customer brochures and choose the plan that best suits your needs.

**4. What's included in the Starter Pack?**

The contents of each Starter Pack differs depending on which ResMed Therapy Plan is selected. To view what's included in the Starter Packs, see the [checklist](#).

**5. If I decide to cancel my ResMed Therapy Plan early, are there any penalty or termination fees applicable?**

If you choose to terminate your ResMed Therapy Plan early, the remaining payments of the ResMed Therapy Plan will need to be paid out upon termination. Once payment has been made, the remainder of your ongoing replenishments that are a part of your ResMed Therapy Plan will be sent out to you. To terminate your ResMed Therapy Plan, contact sleepvantage on 1300 305 705.

**6. Why is there no option to direct debit the weekly instalment fee?**

Unfortunately the payment platform that is being used only accepts payments made by credit/debit card. This includes all major credit/debit cards from Visa<sup>®</sup>, Mastercard<sup>®</sup> and American Express<sup>®</sup>. We cannot direct debit from bank account details.

**7. What credit cards do you accept?**

ResMed accept all major credit cards from Visa, Mastercard and American Express. No credit card fees will be charged to you.

**8. Will my credit card information be kept safely?**

We understand that security is very important, especially when it comes to credit card information. Our payment gateway has been audited by a PCI-certified auditor and is certified to PCI Service Provider Level 1. This is a stringent level of certification available in the payments industry. To accomplish this, they make use of best-in-class security tools and practices to maintain a high level of security.

**9. If I decide to discontinue my ResMed Therapy Plan early, can I opt to pay the rest of my therapy plan off?**

Yes, if you decide to discontinue your ResMed Therapy Plan before the total contracted amount has been paid, you will be required to pay the remaining amount of your plan upon termination. Once payment has been made, the remaining ongoing replenishments that are a part of your plan will be delivered to the address specified in your plan.



**10. What happens after the contract expires? Will my therapy plan be automatically renewed?**

Prior to your plan expiring, ResMed or ResMed Authorised Dealer may get in contact with you to discuss the option of renewing your ResMed Therapy Plan or upgrading to a new plan, if available, that may include ResMed's newest products. If you're satisfied with continuing to use your current device, you will have the option to sign up to a Refreshment Plan, where you can continue to receive ongoing replenishment items to regularly replace and maintain your equipment.

If you decide not to renew or upgrade your ResMed Therapy Plan or go onto a Refreshment Plan, your weekly instalment payments will cease after the final payment has been made.

**11. If a new ResMed mask is released during my therapy plan contract period, will I be able to upgrade?**

Yes, you can upgrade your mask depending if that mask is available for that particular therapy plan. Please contact sleepvantage on 1300 305 705 to find out more or to upgrade your mask.

**12. What do I need to pay upfront when I go onto a ResMed Therapy Plan?**

All that's required upfront is the initial instalment fee. This amount will be deducted from your credit/debit card once your ResMed Therapy Plan has been activated. Initial instalment fees and weekly repayments differ depending on which ResMed Therapy Plan is selected. For a list of all ResMed Therapy Plans available, view the customer brochures available.

**13. Is there a cooling-off period where I can return my products without being penalised with fees?**

ResMed offer a Sleep-on-it Promise for customers who have signed up to a ResMed device therapy plan. With our Sleep-on-it Promise, you can sign up to plan and take the gear home to try for up to 30 days. If you're not completely satisfied, you can return it and cancel your plan. [Terms and conditions apply](#).

The ResMed Sleep-on-it Promise does not apply to ResMed Refreshment Therapy Plans.

**14. Are there any hidden fees associated with the ResMed Therapy Plans?**

ResMed's Therapy Plans come with no hidden fees. The only payments you will need to make are the initial instalment fee and the interest-free weekly payments over 36 months. Weekly payments will vary depending on which ResMed Therapy Plan is chosen. No interest, administration or credit card fees will be charged to you.



**15. Why is an email address required and what happens if I don't have one?**

Your email address is required as all receipts, and notifications of delivery will be sent to your email address. If you don't currently have an email address, we encourage you to sign up for one so you can receive these notifications directly. Alternatively, your Authorised Dealer may input an artificial email address, and all correspondence will be posted to your billing address.



## Post-purchase

### 1. Who do I contact if I have an issue regarding the products that are a part of my ResMed Therapy Plan?

If you are experiencing any issues with the ResMed products provided as part of your ResMed Therapy Plan, contact your ResMed Authorised Dealer from where you purchased from. They will be able to assist you with any issues or problems you're experiencing regarding your ResMed device, mask, accessory or CPAP therapy in general. In most cases, a simple phone call resolves the issue, but if this does not work, you may have to see your ResMed Authorised Dealer for assistance.

### 2. How do I sign up for the self-service portal?

You can sign up to the self-service portal by going to <http://myaccount.resmedplans.com.au>. Click on 'Register Now' and you will be prompted to enter the same email address when you signed up, and to set up your password and security question. Once completed, you will be able to access the self-service portal by logging in.

### 3. Why does my therapy plan say "Free trial" when I log into the self-service portal?

Your therapy plan will be labelled as a "trial" in the self-service portal until your weekly payments begin. This label will disappear when your weekly payments commence.

### 4. When will my credit card be charged for the weekly fees?

After the initial instalment fee has been charged at sign up, your credit card will be charged the recurring fee as stipulated on your chosen plan on a weekly basis, with the first payment occurring on your selected day within the first week of signing up to the Therapy Plan.

### 5. Will I receive a notification if my credit card is about to expire?

You will receive a notification email 10 days prior to your credit card expiring. When you receive this notification, please login to the self-service portal to update your credit card details. If you require assistance, please contact sleepvantage on 1300 305 705.

### 6. My credit card has expired. How do I update my details?

To update your credit card details, login to the self-service portal using the link below, head to Billing & Payments and you will be able to update your credit card details there. If you are experiencing issues, please contact sleepvantage on 1300 305 705 for assistance.

<http://myaccount.resmedplans.com.au>



**7. My address has changed or I would like to have my replacement parts delivered to another address. What do I need to do or who do I need to contact to update my delivery details?**

To update your delivery details, login to the self-service portal using the link below and update your address details there. or alternatively, you can contact sleepvantage on 1300 305 705 <http://myaccount.resmedplans.com.au>

**8. When new ResMed masks become available, can I opt to select those masks as part of my on-going replenishment items?**

Please contact sleepvantage on 1300 305 705 to discuss possible options.

**9. What if I opted for a new ResMed mask during the life of my Therapy Plan, but I don't end up liking the mask?**

ResMed offer a 30-Day Mask Swap Program if you are not completely satisfied with your new ResMed mask. Simply contact your ResMed Authorised Dealer about returning your new mask within 30 days of receipt and swap it for another ResMed mask that's available under your chosen Therapy Plan.

Note: This offer is limited to one transaction per year. See [terms and conditions](#) for more information.

**10. My delivery was missed, who do I contact?**

If your delivery was due and it did not arrive, please contact sleepvantage on 1300 305 705 to find out the status of your shipment. It may be that it was delayed due to unforeseen circumstances.

If no one was home to sign for the delivery, a redelivery may be attempted. Alternatively, an 'item awaiting collection' card may be left in your letter box advising you to collect your items from your local post office within 7 days.

**11. Does someone need to be home to sign for the deliveries or can they be left at the door?**

The deliveries of ongoing replenishments will need to be signed for. If no one will be available to sign for the delivery, you can update your delivery address to another location where you or someone else will be available to sign for it.

If delivery was attempted and no one was home to sign for it, a redelivery may be attempted. Alternatively, an 'item awaiting collection' card may be left in your letter box advising you to collect your items from your local post office within 7 days.

**12. Will I be notified prior to a delivery being delivered?**

Yes, you will receive an email to advise when your delivery is due.



**13. I'm not receiving any delivery alerts?**

Log into the self-service portal using the link below to review, and update your personal details to ensure your email address listed is correct. Alternatively, you can Contact sleepvantage on 1300 305 705 if necessary.

<http://myaccount.resmedplans.com.au>

**14. What is included in my ResMed Therapy Plan?**

To view the list of items included in your ResMed Therapy Plan, see the applicable ResMed Therapy Plans schedule in the ResMed Therapy Plans [terms and conditions](#).

**15. Why should I sign up to sleepvantage? How can I opt-out of marketing communications but still receive information related to my ResMed Therapy Plan?**

When you sign up to a ResMed Therapy Plan, you will have the option to sign up to sleepvantage, ResMed's member support program. Members will receive several exclusive benefits, including sleepvantage warranty in addition to the standard manufacturer's warranty and access to our friendly product support line. You will receive an additional 3-years warranty on your ResMed device, bringing the total warranty for your device to 5-years. ResMed mask and accessories will receive a 50% warranty extension.

To opt-out of marketing communications via sleepvantage, please contact sleepvantage on 1300 305 705 or email [info@sleepvantage.com.au](mailto:info@sleepvantage.com.au). Emails regarding your receipt of weekly payments and deliveries will still continue to be sent to you as these communications don't come from sleepvantage.

**16. Once the final payment for the Therapy Plan has been made, does the ownership of the goods transfer over me?**

Once you make full and final payment of all fees due over the life of your plan, you will own and be able to keep the products you have received under the plan. Refer to the ResMed Therapy Plans [terms and conditions](#).

**17. If I'm currently paying monthly instalment fees for my ResMed Therapy Plan, can I have this changed to weekly payments?**

If you would like to switch over to weekly payments, please contact sleepvantage on 1300 305 705 to discuss your case.

**18. Is it possible to pay monthly as opposed to weekly?**

No, unfortunately new Therapy Plan sign-ups will be on a weekly billing payment schedule. There is no longer the option to pay monthly instalments.



**19. Where can I view the terms and conditions of the ResMed Therapy Plans?**

Terms and conditions can be viewed [here](#).

**20. Customer support**

For any enquiries related to the ResMed Therapy Plans, contact your ResMed Authorised Dealer. Alternatively, contact sleepvantage on 1300 305 705 and they will be able to assist you.

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