

Resmed 30 Day Money Back Guarantee

Terms and conditions

1. Resmed Asia Pacific Limited ABN 86 070 076 470 of 1 Elizabeth Macarthur Drive, Bella Vista NSW 2153 (**Resmed**) offers a 30 Day Money Back Guarantee to customers who are not completely satisfied with their new product(s), purchased from a Resmed store between 1 May 2020 and 31 December 2026 (**Term**), subject to these terms and conditions (**Offer**).
2. Under the Offer, if a customer who purchases product(s) set out in the table in paragraph 3 from a Resmed store during the Term is not completely satisfied, they may return the item(s) to the Resmed store where they purchased the product(s), at their expense, for a store credit or a full refund (at the customer's discretion) to the value of the original cost of the returned item(s) excluding any postage charged, provided:
 - a) the customer contacted the Resmed store if they experienced any issues for support and possible solutions;
 - b) all components of the product(s) (including pre-ordered and bonus items) are returned within 30 days from the date the items are received.
 - 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 store with proof of purchase for the returned product(s); and
 - e) the customer is a member of Resmed sleepvantage.

If the customer is not already a Resmed sleepvantage member, membership is free of charge and the customer can contact 1300 305 705 (AUS) or 0800 737 633 (NZ) anytime between 8am and 5pm AEST or sign up online at www.sleepvantage.com.au/register

This offer is only available for change of mind if the item is returned in its original packaging, in a resalable condition.

3. The Offer:
 - a) applies only to the 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

Product Code	Description
	AirFit/AirTouch masks
38824	AirFit P10 AirMini Mask Pack
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
63920	AirTouch N20 for Her: Small
63921	AirTouch N20: Medium
63922	AirTouch N20: 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
63051	AirTouch F20: Small
63052	AirTouch F20: Medium
63053	AirTouch F20: Large
63875	AirFit P30i Starter Pack: Standard
63876	AirFit P30i Starter Pack: Small
38878	AirFit N30 AirMini Mask Pack
64206	AirFit N30 Starter Pack
63858	AirFit N30i Starter Pack: Standard
63859	AirFit N30i Starter Pack: Small
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
64126	AirFit F30: Small
64127	AirFit F30: Medium
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
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
64645	AirFit F40: SW/STD
64646	AirFit F40: M/STD
64647	AirFit F40: L/STD

Product Code	Description
Resmed Sleep Health products	
7078706	Snore Rx/ SN000
7078713	Shoulder Relief Pillow / 1439-01
7078714	RefluxRelief Pillow - Small /1247-07
7078715	RefluxRelief Pillow - Medium/1304-07
7078716	RefluxRelief Pillow - Large /1267-07
7078719	Sound Machine - Black/5273803
7078767	Dodow
7078792	Re-Timer Glasses
7079314	BongoRX StarterKit - BNG500
7079320	OptiPillows Starter Kit
7079469	NightShift - Lateral Sleep Device
70710125	AYO Glasses
70710179	Hushd anti-snoring mouthpiece
70710180	Hushd Mini anti-snoring mouthpiece
70710242	Contour memory foam eye mask slim - Grey
70710243	Contour memory foam eye mask slim - Black
70710244	Mulberry silk eye mask - Smokey charcoal

70710245	Mulberry silk eye mask – Bubbly Champagne
70710246	Memory foam pillow with travel bag
70710676	Hushd Avera Anti-snoring Mouthpiece

- b) is open to Australian and New Zealand residents aged 18 years or over only;
 - c) only applies to customers who purchase from Resmed in Australia or New Zealand;
 - d) only applies to Resmed sleepvantage members with a valid Resmed sleepvantage membership number;
 - e) is not valid with any other Resmed sleepvantage offer;
 - f) only applies to AirMini accessories when purchased with an AirMini device;
 - g) cannot be offered on other Resmed products;
 - h) excludes products that are part of Resmed EZ subscription;
 - i) is limited to one device, one mask, and one sleep health product refund per customer within a one-year period; and
4. 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.
5. 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 Resmed;
 - d) any tax liability incurred by a claimant; or
 - e) use of any product.