



# ResMed

## CPAP Australia 30 Day Money Back Guarantee

### Terms and conditions

1. CPAP Australia (ABN 90 601 089 883) of 1 Elizabeth Macarthur Drive, Bella Vista 2153, New South Wales, Australia offers a 30 Day Money Back Guarantee to customers who are not completely satisfied with their new product(s), purchased from a CPAP Australia store between 1 May 2020 and 31 December 2022 (**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 CPAP Australia store during the Term is not completely satisfied, they may return the item(s) to the CPAP Australia 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 CPAP Australia store if they experienced any issues for support and possible solutions;
  - b) all components of the product(s) are returned within 30 days of purchase;
  - 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 CPAP Australia 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 6pm AEST or sign up online at [www.sleepvantage.com.au/register](http://www.sleepvantage.com.au/register)

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

3. The Offer:
  - a) applies only to the products set out in the table below:

Product Code	Description
	<b>ResMed devices and selected accessories</b>
37314	AirSense 10 Elite
37316	AirSense 10 AutoSet
37439	AirSense 10 Elite 3G
37436	AirSense 10 AutoSet 3G
37437	AirSense 10 AutoSet for Her 3G
37438	AirCurve 10 CS PaceWave 3G



37457	AirSense 10 AutoSet 4G
37458	AirSense 10 AutoSet for Her 4G
37459	AirCurve 10 CS PaceWave 4G
37460	AirSense 10 Elite 4G
38140	AirMini
38878	N30 for AirMini Mask Pack
38880	N30 Connector for AirMini
62904	AirFit - P10 - Mask System
62914	AirFit - P10 - Mask System - For Her
63336	AirFit - F30i - Mask System (Small/Small)
63337	AirFit - F30i - Mask System (Small/Standard)
63338	AirFit - F30i - Mask System (Medium/Standard)
63339	AirFit - F30i - Mask System (Wide/Standard)
63340	AirFit - F30i - Mask System (Medium/Large)
63430	AirFit - F20 - Mask System (Small)
63431	AirFit - F20 - Mask System (Medium)
63432	AirFit - F20 - Mask System (Large)
63433	AirFit - F20 - Mask System (For Her Small)
63434	AirFit - F20 - Mask System (For Her Med)
63520	AirFit - N20 - Mask System (For Her)
63521	AirFit - N20 - Mask System (Medium)
63522	AirFit - N20 - Mask System (Large)
63723	AirFit - N20 Classic - Mask System (Small)
63724	AirFit - N20 Classic - Mask System (Medium)
63725	AirFit - N20 Classic - Mask System (Large)
63858	AirFit N30i: Standard
63859	AirFit N30i: Small
63825	AirFit - N30i - Mask System (Standard) (Available while stocks last)
63826	AirFit - N30i - Mask System (Small) (Available while stocks last)
63875	AirFit - P30i - Mask System (Standard)
63876	AirFit - P30i - Mask System (Small)
64126	AirFit - F30 - Mask System (Small)
64127	AirFit - F30 - Mask System (Medium)
64206	AirFit - N30 - Mask System (Standard)
38824	AirFit - P10 - Mask System - AirMini
63051	AirTouch - F20 - Mask System (Small)
63052	AirTouch - F20 - Mask System (Medium)
63053	AirTouch - F20 - Mask System (Large)
639008	AirTouch N20 Starter Pack: SML (FH)
639009	AirTouch N20 Starter Pack: MED

639010	AirTouch N20 Starter Pack: LGE
38822	AirMini - Tubing
38823	AirMini - N20 Setup Kit
38825	AirMini - F20 Setup Kit
38843	AirMini - F20 Connector Only
38844	AirMini - N20 Connector Only
	<b>ResMed Sleep Health products</b>
7079320	OptiPillows Starter Kit - OPTKIT [Headgear, Optipillows Proprietary Valve, 3 Sizes Nasal Pillows (S, M, L)]
7079314	BongoRX Starter Kit - BNG500
7079315	BongoRx Replenishment Kit 4 * SM Cushions, Case, Headstrap and Drying Stand - BNG502
7079316	BongoRx Replenishment Kit 4 * MD Cushions, Case, Headstrap and Drying Stand - BNG503
7079317	BongoRx Replenishment Kit 4 * LG Cushions, Case, Headstrap and Drying Stand - BNG504
7079318	BongoRx Replenishment Kit 4 * XL Cushions, Case, Headstrap and Drying Stand - BNG505
7078706	Snore Rx / SN000
7078707	Smart Nora / NORA2017002.1GL-Sleeve
7078708	Silk Eye Mask - Black / SW501-BL-1
7078709	Silk Eye Mask - Blue / SW501-RYL
7078710	Dreampad - Medium / DPD023
7078712	Dreampad - Memory / DPD024
7078713	Shoulder Relief Pillow / 1439-01
7078714	Reflux Relief Pillow - Small / 1247-07
7078715	Reflux Relief Pillow - Medium / 1304-07
7078716	Reflux Relief Pillow - Large / 1267-07
7078719	Sound Machine - Black / 5273803
7078721	Swannies Night - Classic Black Large / SW101-BL
7078722	Swannies Night - Classic Black Medium / SW101-BR
7078723	Swannies Night - Classic Black Small / SW101-BM
7078724	Swannies Night - Tortoise Shell Large / SW101-TL
7078725	Swannies Night - Tortoise Shell Medium / SW101-TR
7078726	Swannies Night - Tortoise Shell Small / SW101-TM
7078749	Dreem2 / EFM00
7078750	Blue Light Blocking Glasses (Originals - Amber Lens) / BBG-0
7078751	Blue Light Blocking Glasses (Fit-Over) / BBFG-007
7078752	Blue Light Blocking Glasses (Style) / BBS-001
7078753	Blue Light Blocking Glasses Prmm (NightFall - Red) /BBNF-001
7078754	Blue Light Blocking Glasses Prmm (NightFall-FitOver) BBFP001
7078755	Blue Light Blocking Glasses (NightFall - Kids) BBG-KIDS
7078756	Blue Light Blocking Glasses (ScrnTm Cmptr Glasses) PGL-10102
7078757	Sweet Dreams Light Bulb - Screw / SWEETDREAMS-E27

7078758	Sweet Dreams Light Bulb - Bayonet /SWEETDREAMS-B22
7078759	Red Night Light Pack / RED-NIGHT-AUS
7078760	Red Light Torch / BB-TORCH-001
7078761	Red LED Bulbs x 2 / REDLED
7078762	Contoured Eye Mask / GB18401-2003
7078763	Sleep and Sound Blocking Ear Plugs
7078767	Dodow / 3760112490119
7078822	Neptune ii Weighted Blanket 3kg / NBii3
7078823	Neptune ii Weighted Blanket 5kg / NBii5
7078824	Neptune ii Weighted Blanket 7kg / NBii7
7078825	Neptune ii Weighted Blanket 9kg / NBii9
7078792	Re-Timer Glasses
7077304	CPAP - Pillow
D311	Macks Snore Block Ear Plugs (pack of 12)
HP-01	SpinalEZE - Pillow - High Profile
HP-01 CASE	SpinalEZE - Pillow Case - High Profile
LP-01	SpinalEZE - Pillow - Low Profile
LP-01 CASE	SpinalEZE - Pillow Case - Low Profile
MP-01 CASE	SpinalEZE - Pillow Case - Medium Profile
7079469	Night Shift - Lateral Sleep Device
7074721	Night Shift - Neck Strap (Blue)
7079319	Night Shift - replacement chest Belt
PILLOWWRAP	SpinalEZE - Pillow Wrap
UVS0360X	UVEX - Blue Light Blocking Glasses (Fit-Over)
UVS1933X	UVEX - Blue Light Blocking Glasses (Standard)
UVS0360X	UVEX - Blue Light Blocking Glasses (Fit-Over)
UVS1933X	UVEX - Blue Light Blocking Glasses (Standard)
	<b>Third Party Devices and selected accessories</b>
503091	Transcend 365 miniCPAP - Auto
503102	Transcend 365 miniCPAP
7078542	Transcend 365 miniCPAP Auto - 503091
7078835	DreamStation Go - Fixed with Humidifier
AUG400S15	DreamStation Go - Fixed
AUG500H15	DreamStation Go - Auto with Humidifier
AUG500S15	DreamStation Go - Auto
AUX1130T19	DreamStation BiPAP AVAPS
7075221	DreamStation - Pro (HumHt & modem)
7075224	DreamStation - Auto (HumHt & modem)
AUX700T15C	DreamStation - BiPAP - Auto (HumHt) (Cellular)
7076087	SleepStyle - Auto
7076088	SleepStyle – Fixed



7075049	Amara View - Mask System (Small)
7075050	Amara View - Mask System (Medium)
7075051	Amara View - Mask System (Large)
7073522	Wisp - Mask System (Clear Frame)
7073523	Wisp - Mask System (Fabric Frame)
7074882	Pico - Mask System
7073960	Nuance - Mask System (Fabric Frame)
7073961	Nuance - Mask System (Pro Gel Frame)
7077073	Wisp - Mask System (Fabric Frame Youth)
7075226	DreamWear - Mask System (UtN Nasal)
7077306	DreamWear - Mask System - FFM (Small)
7077307	DreamWear - Mask System - FFM (Medium)
7077308	DreamWear - Mask System - FFM (Large)
7077305	DreamWear - Mask System - FFM (Medium / Wide)
7078769	DreamWisp - Mask System (Fitpack)
7074483	Simplus - Mask System (Small)
7074484	Simplus - Mask System (Medium)
7074485	Simplus - Mask System (Large)
400480	Simplus - Mask System (Medium) with Seal
7075359	Brevida - Mask No Headgear (X-Small / Small)
7075360	Brevida - Mask No Headgear (Medium / Large)
7075352	Brevida - Mask System (All Sizes)
D1116700	DreamWear - Mask System (UtN Nasal) [To Order Demo Stock]
D1124984	DreamWear - Mask System (Gel Pillows) (To Order Demo Stock)
7075076	Eson 2 - Mask System (Large)
7075075	Eson 2 - Mask System (Medium)
ESN2MM	Eson 2 - Mask System (Medium) (with seal)
7075074	Eson 2 - Mask System (Small)
7078881	Evora - Mask System (Large)
7078880	Evora - Mask System (Medium)
7078879	Evora - Mask System (Small)
7078882	Evora - Mask System (Wide)
M260217SM	MiniMe2 - Pediatric Mask System (Small / Medium)
M260218ML	MiniMe2 - Pediatric Mask System (Medium / Large)
7078687	Vitera - Mask System (Large)
7078686	Vitera - Mask System (Medium)
7078685	Vitera - Mask System (Small)



- b) only applies to AirMini accessories when purchased with an AirMini device;
  - c) is not valid with any other ResMed sleepvantage offer;
  - d) excludes products that are part of ResMed Therapy Plans;
  - e) is open to Australian and New Zealand residents aged 18 years or over only; and
  - f) is limited to one device, one mask, and one sleep health product refund per customer within a one-year period.
- b. CPAP Australia 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 CPAP Australia.
- c. Except for any liability that cannot be excluded by law, CPAP Australia (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 CPAP Australia'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 CPAP Australia) due to any reason beyond the reasonable control of CPAP Australia; (d) any tax liability incurred by a claimant; or (e) use of any product.