



AirFit™ Series 14 Day Money Back Guarantee Authorised Dealer Instructions

How the promotion works.

1. The promotion is subject to the terms and conditions (Terms and Conditions) set out below.
2. Patients will receive a communication from ResMed sleepvantage or their ResMed Authorised Dealer (**Authorised Dealer**) from which they purchased via email and/or mail informing them of the AirFit Series 14 Day Money Back Guarantee promotion which commences on 13 November 2018.
3. Patients will be encouraged to contact their Authorised Dealer to inform them that they wish to take up the Offer or to find out more about the ResMed AirFit series of masks during the promotional period outlined – 13 November 2018 to 31 December 2020 (“**Promotional Period**”).
4. The Authorised Dealer orders stock from the ResMed Australian Distribution Centre (**ADC**) through the normal process.
5. The Authorised Dealer sells an AirFit mask to a patient from the table below:

Product Code	Description
63871	AirFit P30i: Standard
63872	AirFit P30i: 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
63825	AirFit N30i: Standard
63826	AirFit N30i: Small
64206	AirFit N30
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
64126	AirFit F30: Small
64127	AirFit F30: Medium



63430	AirFit F20: Small
63431	AirFit F20: Medium
63432	AirFit F20: Large
63433	AirFit F20 for Her: Small
63434	AirFit F20 for Her: Medium

6. The Authorised Dealer needs to advise the patient to sign up to sleepvantage, if not already a member, by contacting 1300 305 705 (AUS) or 0800 737 633 (NZ) or to sign up online at www.sleepvantage.com.au/register
7. If the patient wishes to return their AirFit mask, they can do so within 14 days from the date of purchase, to obtain a full refund to the value of the original cost of the returned mask in which the patient paid. The patient will have to provide the Authorised Dealer with proof of purchase of the returned mask.
8. Authorised Dealer will then have to process the full refund to the patient, at the patient's purchased price.
9. Authorised Dealer sends a valid claim to ANZProductguarantee@resmed.com.au (see below for Terms and Conditions);
10. The ADC will then organise a courier to pick up the returned AirFit series masks but may do so after an accumulation of masks being returned.
11. The ADC will issue the Authorised Dealer with a credit on the returned AirFit series mask to the value of the Authorised Dealer's purchase price, providing that the Authorised Dealer has sent through all required paperwork and proof documents. Please allow up to 6 weeks for the credits to be processed.

Terms and conditions

1. Participation in the promotion 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 provide the Authorised Dealer with a replacement mask credit to the Authorised Dealer's ResMed account, at the Authorised Dealer's purchase price, for the ResMed AirFit series mask returned by the patient, if Authorised Dealer sends through a claim to ANZProductguarantee@resmed.com.au within 30 days from the date the patient purchased the AirFit series mask.



4. The claim must include:
 - (a) the completed return form (including the patient's name);
 - (b) proof of purchase of the returned AirFit series mask;
 - (c) documentary proof that Authorised Dealer received the AirFit series mask within 14 days of selling the mask to the patient; and
 - (d) proof of the refund provided to the patient.

5. If Authorised Dealer is entitled to receive a credit, the credit will be applied to Authorised Dealer's ResMed account.

6. This promotion:
 - (a) is limited to one refund per patient;
 - (b) only applies to the AirFit series of masks set out in clause 5 above in Partner Instructions;
 - (c) it cannot be offered on other ResMed products; and
 - (d) cannot be extended beyond 31 December 2020.

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) to disqualify any claimant; or
 - (b) to modify, suspend, terminate or cancel the guarantee, as appropriate.

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