



AirTouch™ N20 30-Day 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 Guarantee to customers who are not completely satisfied with their new AirTouch N20 mask or AirTouch N20 3-pack of cushions purchased from a ResMed Authorised Dealer between 1 December 2020 and 31 December 2020, subject to these terms and conditions (**Offer**).
2. The AirTouch N20 30-Day Guarantee includes two Offers; AirTouch N20 30-Day Money Back Guarantee Offer and an AirTouch N20 30-Day Cushion Replacement Offer.
 - (a) Under the AirTouch N20 30-Day Money Back Guarantee Offer, if a customer purchases one of the AirTouch N20 Starter Packs set out in paragraph 3a from a ResMed Authorised Dealer and is not completely satisfied, they may return the AirTouch N20 Starter Pack and bonus 3-pack of cushions, at their expense, for a full refund to the value of the original cost of the returned starter pack, provided:
 - i. the AirTouch N20 Starter Pack and bonus 3-pack of cushions is returned within 30 days of purchase; and
 - ii. the customer has provided the ResMed Authorised Dealer with proof of purchase for the AirTouch N20 Starter Pack and is a current sleepvantage member.
 - (b) Under the AirTouch N20 30-Day Cushion Replacement Offer, if a customer purchases one of the AirTouch N20 Starter Packs or AirTouch N20 3-pack of cushions set out in paragraph 4a from a ResMed Authorised Dealer and is not completely satisfied with the AirTouch N20 UltraSoft™ memory foam cushion, they may return the one used and unused UltraSoft™ memory foam cushions, including bonus cushions, to the ResMed Authorised Dealer where they purchased the AirTouch N20 Starter Pack or AirTouch N20 3-pack of cushions, at their expense, for an exchange to one AirFit N20 InfinitySeal™ silicone cushion, provided:
 - i. the used and unused UltraSoft™ memory foam cushions, including the bonus cushions, are returned within 30 days of purchase; and
 - ii. the customer has provided the ResMed Authorised Dealer with proof of purchase for the AirTouch N20 Starter Pack or AirTouch N20 3-pack of cushions and is a current sleepvantage member.



3. The AirTouch N20 30-Day Money Back Guarantee Offer:

(a) applies only to the AirTouch N20 product codes set out in the table below; and

Product Code	Description
639008	AirTouch N20 Starter Pack: SML for Her
639009	AirTouch N20 Starter Pack: MED
639010	AirTouch N20 Starter Pack: LGE

(b) is limited to one refund per customer.

4. The AirTouch N20 30-Day Cushion Replacement Offer:

a) applies only to the AirTouch N20 product codes set out in the table below; and

Product Code	Description
639008	AirTouch N20 Starter Pack: SML for Her
639009	AirTouch N20 Starter Pack: MED
639010	AirTouch N20 Starter Pack: LGE
639014	AirTouch N20 Cushions 3PK: SML
639015	AirTouch N20 Cushions 3PK: MED
639016	AirTouch N20 Cushions 3PK: LGE

(a) is limited to one exchange per customer.

5. The AirTouch N20 30-Day Guarantee Offer:

(a) is not valid with any other ResMed or ResMed sleepvantage offer;

(b) is open to Australian and New Zealand residents aged 18 years or over only; and

(c) is valid for purchases made from 1 December 2020 and 31 December 2020, subject to these terms and conditions.

6. If a customer is not already a sleepvantage member, they may still take advantage of the AirTouch N20 30-Day Guarantee Offer if they first sign up to be a sleepvantage member by visiting www.sleepvantage.com.au/register or calling 1300 305 705 (AUS) or 0800 737 633 (NZ) between 8am and 6pm AEDT. Alternatively, you agree ResMed sleepvantage may contact you about becoming a sleepvantage member.

7. All claims become the property of ResMed sleepvantage. All claims will be entered into a database and the customer's names, address and email may be used for future promotional, marketing and publicity purposes by ResMed or ResMed sleepvantage. A customer may unsubscribe from receiving promotional or marketing materials at any time by clicking the



unsubscribe link in an email communication received from ResMed sleepvantage or by calling sleepvantage on 1300 305 705 (AUS).

8. There are no exceptions or extensions to this Offer, except with ResMed's express written consent, which may be withheld at ResMed's discretion.
9. If this Offer is not capable of being conducted as reasonably anticipated due to any reason beyond the reasonable control of ResMed, ResMed sleepvantage 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 Offer, as appropriate, including but not limited to additions and deletions to the qualifying masks set out in paragraph 3 (a).
10. This Offer is provided in addition to the consumer guarantees and do not override or limit consumers' rights under the Australian Consumer Law. Consumers may be entitled to a repair, replacement or refund even after any voluntary warranty or extended warranty has expired. ResMed products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
11. ResMed will only collect and use personal information in accordance with ResMed's Privacy Policy. A copy of ResMed's Privacy Policy can be viewed here:
<https://www.resmed.com.au/privacy-policy>