



## AirTouch™ N20 30-Day Guarantee Authorised Dealer Instructions

### How the offers work.

1. The promotion is subject to the terms and conditions (Terms and Conditions) set out below.
2. Customers 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 AirTouch N20 30-Day Guarantee Offer which commences on 1 December 2020.
3. Customers will be encouraged to contact their Authorised Dealer to find out more about the ResMed AirTouch N20 mask or UltraSoft™ memory foam cushion during the offer period outlined – 1 December 2020 to 31 December 2020 ("**Offer Period**").
4. The Authorised Dealer orders stock from the ResMed Australian Distribution Centre (**ADC**) through the normal process.
5. The Authorised Dealer sells an AirTouch N20 Starter Pack or AirTouch N20 3-pack of cushions to a customer from the table below:

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

6. There are two Offers under the AirTouch N20 30-Day Guarantee:

(a) **AirTouch N20 30-Day Money Back Guarantee Offer.**

If a customer purchases one of the AirTouch N20 Starter Packs set out in paragraph 5 from a ResMed Authorised Dealer and is not completely satisfied, they may return the AirTouch N20 Starter Pack plus bonus AirTouch N20 3-pack of cushions within 30 days from the date of purchase, at their expense, for a full refund to the value of the original cost of the returned starter pack. The customer will have to provide the Authorised Dealer with proof of purchase for the AirTouch N20 Starter Pack purchase.



(b) **AirTouch N20 30-Day Cushion Replacement Offer.**

If a customer wishes to exchange their AirTouch N20 UltraSoft memory foam cushions that are a part of the AirTouch N20 Starter Pack or AirTouch N20 3-pack of cushions, including the bonus cushions received, they can do so within 30 days from the date of purchase, to obtain one AirFit N20 InfinitySeal™ silicone cushion. The customer will have to provide the Authorised Dealer with proof of purchase for the AirTouch N20 Starter Pack or AirTouch N20 3-pack of cushions.

7. Depending on which Offer is taken up by the customer, the Authorised Dealer will have to either issue a full refund for the AirTouch N20 Starter Pack or supply one AirFit N20 InfinitySeal silicone cushion to the customer, to replace the used and unused UltraSoft memory foam cushions that is part of the AirTouch N20 Starter Pack or AirTouch N20 3-pack of cushions purchase, including bonus cushions.
8. The Authorised Dealer sends a valid claim to [ANZProductGuarantee@resmed.com.au](mailto:ANZProductGuarantee@resmed.com.au) (see below for Terms and Conditions).
9. The Authorised Dealer will then have to dispose of the used UltraSoft memory foam cushion, and with the unused cushions, use them how they see fit.
10. The ResMed Customer Service Team will issue the Authorised Dealer with a credit for the AirTouch N20 Starter Pack or AirFit N20 InfinitySeal silicone cushion 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 credit to the Authorised Dealer's ResMed account, at the Authorised Dealer's purchase price, for the ResMed AirTouch N20 Starter Pack or AirFit N20 InfinitySeal silicone cushion, if the Authorised Dealer sends through a claim to [anzproductguarantee@resmed.com.au](mailto:anzproductguarantee@resmed.com.au) within 10 business days from the date the customer returned the AirTouch N20 Starter Pack or AirTouch N20 3-pack of cushions, including bonus cushions.



4. The emailed claim must include:
  - (a) the completed AirTouch N20 30-Day Guarantee form (including the customer's name);
  - (b) proof of purchase of the AirTouch N20 Starter Pack or AirTouch N20 3-pack of cushions;
  - (c) documentary proof that the Authorised Dealer issued a refund for the AirTouch N20 Starter Pack or issued an AirFit N20 InfinitySeal silicone cushion at \$0.00 within 30 days of selling the AirTouch N20 Starter Pack or AirTouch N20 3-pack of cushions to the customer.
  
5. If the Authorised Dealer is entitled to receive a credit, the credit will be applied to Authorised Dealer's ResMed account.
  
6. The AirTouch N20 30-Day Guarantee Offer:
  - (a) is limited to one refund or exchange per customer;
  - (b) only applies to the AirTouch N20 product codes set out in paragraph 5 above in the Authorised Dealer Instructions;
  - (c) cannot be offered on other ResMed products; and
  - (d) is valid for purchases made from 1 December 2020 and 31 December 2020, subject to these terms and conditions.
  
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 Offer, as appropriate, including but not limited to additions and deletions to the qualifying masks or cushions set out in paragraph 5 above in the Authorised Dealer Instructions.

**If you have any questions or require further details, please contact your ResMed Key Account Manager.**