



ResMed Therapy Plan FAQs – ResMed Authorised Dealers

1. What are the benefits of selling a ResMed Therapy Plan to a customer as opposed to selling the therapy device and mask upfront?

Presenting ResMed’s range of Therapy Plans to your customers offers many benefits which include:

- a. Removing the barrier of large upfront costs for your customers associated with purchasing CPAP therapy equipment outright. This will lead to higher conversion rates from trial to therapy.
- b. Ownership of CPAP therapy equipment with only paying the initial instalment fee of just \$99, plus simple interest-free fixed weekly payments over 36 months (applicable to device plans only).
- c. ResMed will be looking after the logistics of ongoing replenishments, so you don’t have to worry about scheduling products to be sent out to your customers. This frees up your time so you can focus on customers that need your help the most, and also focus on driving more customers to your business.
- d. No fees being charged for fulfilment and online transactional services as ResMed will be bearing the cost.
- e. Receiving commission for the ResMed CPAP Therapy Plan a customer activates. Commissions vary depending on which therapy plan is activated.

2. How is the commission and credit structure set up? Do I get ongoing commission for the life of the customers chosen ResMed Therapy Plan or will it be a one-off commission payment?

A one-off commission will be paid after the activation of a ResMed Therapy Plan. When the ResMed products that are part of the Starter Pack are credited, you will at the same time receive your commission. Commission payment is set out in your price list and may be changed if a Therapy Plan changes.

Should the Therapy Plan Subscriber remain on the plan and be up to date with their weekly payments, you will be entitled to receive a credit based on the table below:

Time Period	Service Credit Payments
6 months	\$50
12 months	\$50
18 months	\$25
24 months	\$25

To find out what the current commissions are, please contact your ResMed Account Manager.



3. Do I get penalised if my customer defaults on their weekly repayments or cancels their therapy plan?

Should the Therapy Plan Subscriber default during the term of the Therapy Plan or cancel within the 30-Day [ResMed Sleep-on-it Promise](#), you will be liable to ResMed in accordance with the table below:

Time Period	Amount Payable to ResMed - % of Initial Commission Payment
First 6 months	50%
6-18 months	25%

Note: a default is defined by 12 consecutive missed weekly payments with the penalty applied based on the date of the first missed payment.

4. How will the fulfilment of ongoing replenishments work?

Your customer will receive an email before their replenishment items are due to be delivered. On the scheduled delivery date, ResMed will send out the replenishment items to your customer's selected delivery address.

5. Who takes the upfront payment of the initial instalment fee?

ResMed will take the upfront payment of the initial instalment fee. As your customers credit/debit card details will be entered into ResMed's billing platform, after their ResMed CPAP Therapy Plan is activated, the upfront payment amount will be deducted from their credit/debit card.

6. How do I activate a ResMed Therapy Plan for a customer?

Using the link provided for your organisations ResMed Therapy Plans online sales tool, you will need to select the ResMed Therapy Plan chosen by your customer. You will then be taken through to the 'Check Out' page where you will need to enter your customer's:

- a. Contact information.
- b. Additional information which includes selecting the appropriate products for your customer and entering serial numbers where required.
- c. Credit card details
 - i. Please encourage the customer to use a credit card that has more than 6 months left on their card, from date of expiry.
- d. Acceptance of the terms and conditions.
- e. Made reasonable efforts to ensure that the Therapy Plan Subscriber understands and has the capacity to meet the ongoing financial obligations under the Therapy Plan terms.

7. What documentation does my customer go home with when they activate a ResMed Therapy Plan?

Print a copy of the [ResMed Therapy Plan Consumer Terms and Conditions](#) for your customer to take home. All confirmation documents will also be emailed to the customer.



8. What ResMed products does the customer go home with when they activate a ResMed Therapy Plan?

Your customer should be going home with all the items included in the Starter Pack relating to the ResMed Therapy Plan they have activated. See the [checklist](#) for an overview of products included in the Starter Packs.

9. For the Starter Pack products I have given to my customer that are related to the ResMed Therapy Plan they have activated, do I receive replacement products from ResMed, or will this be credited to my ResMed account?

All ResMed products provided to customers as part of the Starter Packs will be credited to your ResMed account at your purchase price.

10. How long will it take to receive the credit for items provided in the Starter Pack?

You can expect to receive credit for ResMed Therapy Plan Starter Pack items within 2-4 business days of the activation of a customer's plan.

11. What happens if a customer does not have an email address, but still wants to sign up to a ResMed Therapy Plan?

It is compulsory for all customers to provide an active email address when signing up for a ResMed Therapy Plan. An email address is required for billing, invoicing and shipment notifications. If the customer does not have an email address, encourage the patient to sign up for one. As a last resort, if they're hesitant to sign up for one, enter their full name, plus the sign up date, followed by @resmedplans.com.au into the email address field.

I.e. *NameDDMMYY@resmedplans.com.au*

The email address should look like this *joesmith290418@resmedplans.com.au*

12. Which address should be entered when setting up a customer? Billing or shipping address?

Both. ResMed's Therapy Plan platform asks for a customer's billing address and shipping address.

13. What happens if a customer wants to change their personal details, address and or credit card details?

Customers can log into the self-service portal by using the link below, to update their personal details, address and or credit/debit card details themselves. Alternatively, they can contact sleepvantage on 1300 305 705 for assistance on how to update their details.

<http://myaccount.resmedplans.com.au>

If you want to make these changes on behalf of your customer, you can log into the dealer portal



<http://dealer.resmedplans.com.au> and make these changes there.

14. What do I need to do if my customer wants to cancel their ResMed Therapy Plan outside of the 30-Day ResMed Sleep-on-it Promise period?

In order to cancel an existing ResMed Therapy Plan, the customer will need to contact sleepvantage and arrange to pay out the remainder of their contract. sleepvantage will then organise delivery of any outstanding replenishment items to the customer, in bulk.

If a customer passes away, please contact sleepvantage on 1300 305 705 to find out what to do.

15. If a customer has paid to trial ResMed CPAP therapy equipment before activating a ResMed Therapy Plan, can that amount be deducted from their initial instalment fee?

Unfortunately no, as this ResMed CPAP therapy equipment trial is not offered as part of the ResMed Therapy Plans, but instead, offered by your business. It is up to you and your business as to whether or not you would like to refund your customer the trial amount.

16. Is there a cooling-off period for ResMed Device Therapy Plans?

ResMed offer a Sleep-on-it Promise for customers who have signed up to a ResMed device therapy plan. With our Sleep-on-it Promise, customers can sign up to plan and take the gear home to try for up to 30 days. If they're not completely satisfied, they can return it and cancel their plan. [Terms and conditions apply.](#)

The ResMed Sleep-on-it Promise does not apply to ResMed Refreshment Therapy Plans.

17. Can my customer opt to upgrade their ResMed mask when a new one is released?

Yes, if a new ResMed mask is released during the contract period of your customers ResMed Therapy Plan, they will be able to upgrade their mask. To discuss options, they will need to contact sleepvantage on 1300 305 705.

18. What can my customer do if they've opted to upgrade their mask during their plan, but don't end up liking the mask?

ResMed offer a 30-Day Mask Swap Program for customers who are on Therapy Plans as opposed to a money back guarantee offer. If a customer chooses to upgrade their mask to another model and they don't end up loving the mask, they can swap their mask for another ResMed mask* if it's returned to their ResMed Authorised Dealer within 30 days of receipt.

* The ResMed mask chosen under the ResMed 30-Day Mask Swap Program must be a mask that is available under the customer's applicable Therapy Plan. See [terms and conditions](#) for more information about this 30-Day Mask Swap Guarantee Program.



19. What should I do if my customer has lost their invoice that provided details for their latest mask that they've received?

All invoices are emailed to the customer, listing details of all products scheduled for their next drop. If they cannot find the email that was sent, contact sleepvantage on 1300 305 705 or email plans@resmed.com.au and the team can look into when the mask was released in our system.

20. Who does my customer contact if they are experiencing any issues with their ResMed products?

For product related issues or enquiries, you and your business should be the first point-of-contact as they are your customers. Depending on your customer's device, you should be able to troubleshoot any issues they are currently experiencing via AirView™ and or over the phone if necessary. If required, your customer may have to visit your clinic/store for further assistance. Customers will also have the option to contact sleepvantage on 1300 305 705, but if they cannot troubleshoot their specific issues over the phone, they will be directed to contact the place of purchase.

21. If my customer is experiencing issues with their ResMed products and it needs to be replaced under warranty, what process do I follow?

If a warranty claim needs to be made, you will need to follow the already established process which includes raising a Service Request. If possible, have the affected ResMed product sent to the ResMed Service Centre for investigation and provide a loan device for your customer if the issue is related to their device. If the issue is relating to mask or accessories, replace your customer's product from your stock on hand. The ResMed ADC will then issue out replacement products according to the Service Request raised.

22. Once the final payment for the Therapy Plan has been made, does the ownership of the goods transfer over to the customer?

Once your customer makes full and final payment of all fees due over the life of their plan, they will own and be able to keep the products they have received under the plan. Refer to the ResMed Therapy Plans [terms and conditions](#).

23. Can an existing customer on a ResMed Therapy Plan change from paying monthly instalment fees to weekly instalment fees?

Any existing customers wanting to switch over to weekly payments will need to contact sleepvantage on 1300 305 705 to have their case assessed.

24. Is it possible for a customer on a Therapy Plan to pay monthly as opposed to weekly?

No, unfortunately new Therapy Plan sign-ups will be on a weekly billing payment schedule. There is no longer the option to pay monthly instalments.



25. Where can I view the terms and conditions for the ResMed Therapy Plans?

Terms and conditions can be viewed [here](#).

26. Who do I contact for more information about the ResMed Therapy Plans?

For more information, please contact your ResMed Key Account Manager or alternatively, contact sleepvantage on 1300 305 705 or via email at plans@resmed.com.au.

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