



ResMed 30 Day Mask Swap Program – Therapy Plans Authorised Dealer Instructions

How the program works.

1. The program is subject to the Terms and Conditions set out below.
2. Customers will receive communication from ResMed or their ResMed Authorised Dealer (**Authorised Dealer**) from which they purchased a ResMed Therapy Plan via email, phone and/or mail informing them of the ResMed 30 Day Mask Swap Program (“**Offer**”) which commences on 28 October 2020.
3. Customers 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 different ResMed masks during the offer period outlined – 28 October 2020 to 31 December 2024 (“**Offer Period**”).
4. The Authorised Dealer orders stock from the ResMed Australian Distribution Centre (**ADC**) through the normal process.
5. The Authorised Dealer replaces the returned ResMed mask with another eligible[^] ResMed mask to the customer from the table below:

Product Code	Description
38824	AirFit P10 AirMini Mask Pack*
63875	AirFit P30i: Standard
63876	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
38878	AirFit N30 AirMini Mask Pack*
64645	AIRFIT F40: SW/STD
64646	AIRFIT F40: M/STD
64647	AIRFIT F40: L/STD
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
63375	AirFit F30i NM: S/SML
63376	AirFit F30i NM: S/STD
63377	AirFit F30i NM: M/STD
63378	AirFit F30i NM: W/STD
63379	AirFit F30i NM: 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
64037	AirFit F20 NM: Small
64038	AirFit F20 NM: Medium
64039	AirFit F20 NM: Large

^ Customers are only allowed to swap masks that are offered as part of the ResMed Therapy Plans they are signed up to. For example, they are not allowed to swap between AirFit and AirTouch masks, and not allowed to swap between masks that are compatible and incompatible with AirMini.
 * Compatible with AirMini only and is only available on AirMini Therapy Plans.

6. If the customer wishes to swap their ResMed mask, they can do so within 30 days from receiving their mask that is part of their ResMed Therapy Plan. The customer will have to provide the Authorised Dealer with proof of the invoiced ResMed mask that was returned.
7. The Authorised Dealer will then have to supply a replacement ResMed mask to the customer, to replace the returned ResMed mask.
8. The Authorised Dealer sends a valid claim to plans@resmed.com.au (see below for Terms and Conditions).
9. The ADC will issue the Authorised Dealer with a credit for the replacement ResMed 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 program 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 ResMed mask credit to the Authorised Dealer's ResMed account, at the Authorised Dealer's purchase price, for the ResMed



mask, if Authorised Dealer sends through a claim to plans@resmed.com.au within 10 business days from the date the customer returned the ResMed mask.

4. The emailed claim must include:
 - (a) The completed replacement form (including the customer's name);
 - (b) proof of invoiced ResMed mask received as part of the customer's ResMed Therapy Plan;
 - (c) documentary proof that the Authorised Dealer issued out a replacement ResMed mask at \$0.00 within 30 days of the customer receiving their ResMed mask as part of their ResMed Therapy Plan.
5. If the Authorised Dealer is entitled to receive a credit, the credit will be applied to Authorised Dealer's ResMed account.
6. The ResMed 30 Day Mask Swap Program Offer:
 - (a) is limited to one mask swap per customer per year, as part of ResMed's Therapy Plans;
 - (b) only applies to the ResMed mask product codes set out in paragraph 5 above in the Authorised Dealer Instructions;
 - (c) cannot be offered on other ResMed products;
 - (d) cannot be extended beyond 31 December 2024;
 - (e) is not valid with any other ResMed sleepVantage offers; and
 - (f) is open to Australian and New Zealand residents aged 18 years or over only.
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 set out in paragraph 5 above in the Authorised Dealer Instructions.

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