



# ResMed Terms and Conditions

## Warranty Information for Australian Consumers

Our goods 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 for 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.

## Limited Manufacturer's Warranty

In addition to your rights and remedies under Australian Consumer Law (and any other applicable law), ResMed Pty Ltd ABN 30 003 765 142 of 1 Elizabeth Macarthur Drive, Bella Vista NSW 2153, (ResMed) warrants that your ResMed product will be free from defects in material and workmanship from the date of purchase for the period specified below.

Product	Warranty Period
Consumables:  AirTouch™ UltraSoft™ memory foam cushion	7 days
Mask systems (including mask frame, silicone cushion, headgear and tubing) - excluding Consumables and single-use devices Accessories - excluding Consumables and single-use devices SD cards USB modules and adapters Standard, SlimLine and ClimateLine tubing Humidifier water tubs (non-reusable)	90 days
Batteries for use in ResMed internal and external battery systems	6 months
Humidifiers and humidifier water tubs (reusable) DC/DC Converters	1 year
CPAP, bilevel and ventilation devices (including external power supply units and excluding humidifier tubs) Battery accessories (including but not limited to DC cable, PSU adapter and coupler kit)	2 years

## **Sleepvantage Warranty**

The sleepvantage membership warranty is a 50% extension of the standard manufacturer's warranty on all ResMed products that are registered through [sleepvantage.com.au](https://sleepvantage.com.au).

This warranty is only available to the initial consumer. It is not transferable. This warranty does not cover:

- (a) any damage caused as a result of improper use, abuse, modification or alteration of the product;
- (b) repairs carried out by any service organisation that has not been expressly authorised by ResMed to perform such repairs;
- (c) any damage or contamination due to cigarette, pipe, cigar or other smoke, and;
- (d) any damage caused by exposure to ozone, activated oxygen or other gasses.

This limited warranty is void on product sold, or resold, outside the region of original purchase. Limited warranty claims on defective product must be made by the initial consumer at the point of purchase or through sleepvantage as specified above. ResMed shall not be responsible for any incidental or consequential damages claimed to have resulted from the sale, installation or use of any ResMed product.

## **How to Make a ResMed Warranty Claim with mySleep**

To make a claim for a ResMed item purchased from MySleep, please contact us via [support@mysleep.com.au](mailto:support@mysleep.com.au) or 1300 605 700 so we can initiate a return authorisation for your faulty product.