

## Terms & Conditions - Extended Warranty for iDream PAP device.

### EXTENDED WARRANTY

1. Air Liquide Healthcare Pty Ltd (**Air Liquide**) is pleased to offer this extended warranty for Air Liquide PAP devices, in addition to the rights and remedies to which you may be entitled under the Australian Consumer Law.
2. This extended warranty is available for devices purchased from an authorised Air Liquide iDream PAP device dealer in Australia (**Dealer**).
3. 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 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.
4. To be eligible for the extended warranty, online registration is required within 30 days of the customer purchasing an iDream PAP device. It is anticipated that the authorised Air Liquide clinic will assist the customer in the online registration process.
5. By opting to procure this extended warranty for the iDream PAP device the customer will be entitled to the benefits set out in these terms and conditions.

### SCOPE OF WARRANTY

6. Under this extended warranty, Air Liquide will rectify defects in workmanship and materials for an additional period of three (3) years from the expiry of the standard two (2) year warranty for such devices, providing warranty cover for a total period of five (5) years from the date of purchase by the end user. This extended warranty is only available in Australia.
7. This extended warranty does not cover damage caused by: fair wear and tear; accident; misuse or abuse; modification; failure to follow instructions for use; unsuitable physical or operating environment; failure caused by a product not supplied by Air Liquide. Other defects not related to materials or workmanship; failure to use original spare parts; or use of inappropriate voltage.
8. This extended warranty includes full telephone support from our Customer Care team comprising device troubleshooting, warranty guidance and device care assistance. This support will only be provided during business hours.

### HOW TO MAKE A WARRANTY CLAIM

9. To make a claim under this extended warranty program, the customer must:
  - a) during the extended warranty period, contact the Dealer from whom they purchased the device to arrange the return of the device for assessment; and
  - b) provide to the Dealer and Air Liquide with proof of purchase (i.e. sales receipt) and the email disclosing the Air Liquide iDream PAP device extended warranty issued to the customer.
10. The customer is responsible for dropping off and picking up the device (or any replacement device as the case may be) from the Dealer. If the customer cannot attend the Dealer to drop-off or pick-up, the customer must arrange and bear any costs associated with transporting the device

to and from the Dealer and assumes all risk associated with such transport. Air Liquide will bear any transportation costs between the Dealer and the device assessment and repair facility.

11. Upon receipt of a warranty claim from a customer, the Dealer will provide a duly completed warranty claim form to Air Liquide for processing within seven (7) days of receipt of such claim from the customer.
12. If Air Liquide determines that the device is defective it will replace the device or the defective material or part (at its discretion). If Air Liquide replaces a device then the extended warranty period for the replacement device does not recommence or extend beyond the original period of the extended warranty.
13. If Air Liquide determines that the device is not defective, it will nonetheless pay the expenses for the return of the device to the Dealer.
14. If an Dealer ceases trading and/ or representing the Air Liquide iDream range, all extended warranty claim queries should be referred to the Air Liquide Australian office by telephoning its National Customer Care Centre on: 1300 36 02 02.

## EXCLUSIONS

15. This extended warranty is not transferable and is exclusive to the original purchaser who registered for the extended warranty. It does not apply if the ownership of the device is transferred or assigned to any third party or if the device is used for rental, trial or other form of demonstration or commercial purposes.
16. The customer's rights under this extended warranty are in addition to and do not in any way affect any other rights or remedies that the customer has under any law that relates to the device.
17. To the fullest extent permitted by law, Air Liquide disclaims all liability for special, incidental, indirect or consequential loss or damages (including but not limited to, loss of profits) arising out of the sale or use of this device.

## PRIVACY POLICY

18. At the time of completing the form for the extended warranty, Air Liquide will collect personal information about the customer for the purpose of administering the extended warranty, including processing claims and responding to queries. The information will be held by Air Liquide and will be maintained at its Australian office. The customer has the right of access to and correction or erasure of any personal information supplied to and held by Air Liquide. at the above address or by email to [aualh-acl-cstt@airliquide.com](mailto:aualh-acl-cstt@airliquide.com). A copy of the Air Liquide Privacy Statement can be viewed at <https://au.healthcare.airliquide.com/privacy-policy>.

## WHO IS PROVIDING THE EXTENDED WARRANTY?

The extended warranty is provided by:

Air Liquide Healthcare Pty Ltd (ABN 41 002 653 045)  
Level 4, Suite 4 - 247 Coward St, Mascot NSW 2020  
Tel: 1 300 36 02 02  
Email: [aualh-acl-cstt@airliquide.com](mailto:aualh-acl-cstt@airliquide.com).