



## WARRANTY AND PRODUCT RETURN CLAIMS FORM

To help us process your product exchange or return in a prompt manner, simply fill in this form and email a copy of this form to [returns@easycpap.com.au](mailto:returns@easycpap.com.au)

Once we receive the form, Easy CPAP will process and be in contact to provide instructions.

### Customer Details

First and last name \_\_\_\_\_

Email address \_\_\_\_\_

Contact number \_\_\_\_\_

Order number \_\_\_\_\_

Purchase Date \_\_\_\_\_

\* Due to health and hygienic regulations – items with hygienic seals can only be returned if the manufacturing seal is intact (unless the item itself is defective). These items include CPAP masks, cushions/seals, filters, humidifier chambers and mask parts.

Item(s) to Exchange/Refund	Quantity

Please indicate what type of return you would like:

Exchange     Refund     Other     Unsure, please contact me

If exchange, what item do you require?

\_\_\_\_\_

Reason for exchange:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Warranty & Returns

### *Limited Manufacturer's Warranty*

Any goods purchased at Easy CPAP will be entitled to receive warranties provided by the manufacturer. These are subjected to the Terms and Conditions under their warranty programs. We are happy to handle warranty claims or repair procedures on your behalf with the manufacturer, however all postage and delivery charges will be borne by you.

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<b>Product</b>	<b>Standard Manufacturer Warranty Period</b>
CPAP, APAP and BiPAP devices	Only 2 years
Mask and Mask Consumables (i.e. cushion (except memory foam), frame, headgear, clips, short tube, connector)	90 days
Standard/Heated Tubing	90 days
Humidifier Chamber	1 year
DC Converters	1 year
CPAP Battery	6 months
Power Supply Unit	2 years

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### *What is not covered under the limited warranty?*

The limited manufacturer's warranty does not cover:

1. Any damage caused as a result of improper use, abuse, modification, alteration of the product, water ingress and other defects not related to material or workmanship.
2. Repairs carried out by any third party service organisation that has not been expressly authorised by the manufacturer
3. Any damage, contamination due to cigarette, pipe, cigar or other smoke
4. Any damage caused by exposure to ozone, activated oxygen or other gases.

**NOTE:** The limited manufacturer's warranty is non-transferable and is void on product sold, or resold outside of the original purchase. Limited manufacturer's warranty claims on defective product must be made by the initial consumer at the point of purchase.

Any refund or exchange for non-faulty items is provided at our discretion and is subject to the satisfactory return of the product. Please contact us [info@easycpap.com.au](mailto:info@easycpap.com.au) prior to the return to confirm if it is acceptable.

Due to health regulations, any sealed items (such as masks) which have been opened will not be accepted. Credits will not be applied until Easy CPAP has received the item and is satisfied that it is in original saleable condition.