

CPAP Freedom Payment Plan Terms & Conditions

The CPAP Clinic Pty Ltd's trading as Sove CPAP Clinic (**Sove CPAP Clinic**) CPAP Freedom Payment Plans (**Payment Plans**) are a series of payment plans designed to suit your needs and lifestyle. You will have the freedom to combine products from different brands, and flexibility with payment periods. We will provide you with products in accordance with the Payment Plans you have selected. Details of the Payment Plans are set out at the end of these terms.

FEES AND PAYMENT PERIOD

At the start of the Payment Plan, you will pay an upfront establishment fee of \$1.00. Within a fortnight from the start of your plan, your recurring fortnightly repayments will commence for 36 months.

The upfront fee and the fortnightly fee are set out in your Payment Plan. Once Credit Pty Limited (ABN 99 112 319 632, Australian Credit Licence No. 386194), a subsidiary of humm group limited (humm) is the payment partner for our Payment Plans. You will need to have an account with humm to sign up to a Payment Plan. Humm has an establishment fee of \$60.00 which is already included in the Payment Plan's listed fortnightly repayment amount. If you are setting up a humm account for the first time when signing up for a Payment Plan, HUMM will also charge a monthly admin fee of \$9.95.

For more information on humm's account types, privacy policy, and general terms and conditions including information on repayments and terminations, please refer to www.shophumm.com.au.

We have designed our Payment Plans in conjunction with humm so that, if you pay the monthly repayment amount within the 36 months in accordance with your Payment Plan (**Plan Period**), interest will not be payable on the Payment Period (humm monthly administration fee still applies). You can also elect to pay off the outstanding payment sooner than your Plan Period with no penalty.

RECEIPT OF PRODUCTS

Under the Payment Plans, you will receive the products listed under the "Starter Pack" of the plan chosen at the time you sign up for the plan and have made the upfront establishment fee. Products that do not form part of the Starter Pack are Replenishment Products. We will deliver Replenishment Products to you (free shipping) in accordance with your plan schedule.

OPTIONAL SUPPLEMENTS

Optional Supplements are add-ons that can be added to your Payment Plan for the additional fortnightly payment listed. These must be added with your Payment Plan at the same time as you sign up to a Payment Plan.

MASK CHOICE

For Payment Plans that include a choice of CPAP Mask as part of the Starter Pack, you can select any mask from any brand that are on sale at Sove CPAP Clinic website Sove.com.au at the time, with the exception of the ResMed AirTouch Mask Systems.

For Payment Plans that include a new CPAP mask system (not just a mask part) as part of its Replenishment Products during the Plan Period, we will contact you approximately a month prior to delivery of the new mask, so you can let us know if you would like to pick a different mask as the Replenishment Product. If we do not hear from you at least 1 week before scheduled delivery, we will send to you the same mask.

360 CPAP CARE PLAN

The 360 CPAP Care Plan is a comprehensive program that is designed to optimise your CPAP treatment by providing clinical oversight from Sleep Specialists and other sleep study services where appropriate. It is included in the Premium Automatic Freedom Plans, Automatic Freedom Plans and Premium Fixed Pressure payment plan, or can be included as an Optional Supplement for other Payment Plans. For more details, refer to <https://www.thecpapclinic.com.au/products/360-care-plan>

PRODUCT AVAILABILITY AND OBSOLESCENCE

If any product contained within your Payment Plan becomes obsolete during your Plan Period, or for any reason is unavailable during the scheduled delivery time (e.g. back order), we will notify you so you can select an alternative product.

RISK AND TITLE

Risk of any loss or damage to products and title to the products will pass to you when you take physical possession of the products.

HUMM ACCOUNT APPLICATION AND PAYMENT STATUS

You authorise us to disclose to humm your personal information for the purposes of you applying to it for a humm revolving credit account with which you can make your payments under the Payment Plan. You agree to provide accurate and complete information when you apply for a humm account, and to us for the purpose of administering the Payment Plan. If

your humm plan is suspended or terminated for any reason, we reserve the right to also suspend or terminate your Payment Plan.

PERSONAL INFORMATION

Our Privacy Policy can be found at <https://www.thecpapclinic.com.au/privacy-policy>. We will only use your personal information in accordance with this Policy and the Privacy Act 1988.

If your personal information (including e-mail and address) changes, please update us as soon as possible by emailing us at info@thecpapclinic.com.au as we will be delivering the products to the address you provided. Once despatched, we cannot recall the package which may need to be collected by you, or may be lost altogether. We may charge you a fee for re-delivery if the address on record you have provided us is incorrect. If the package is unrecoverable as a result of the incorrect address provided, and you would like us to send a replacement package, we may also charge you the cost of the relevant product(s), as displayed on our website at the time.

KEEPING YOU UPDATED

When you agree to the Payment Plan, you authorise Sove CPAP Clinic, Centurion, their related bodies corporate (as defined by the *Corporations Act 2001* (Cth)), agents and contractors to use your personal information for marketing, planning and product development purposes and to receive updates on the latest news and promotional offers on CPAP therapy. We may from time to time also send you marketing and promotional offers. You can opt out from marketing communication at any time by emailing us at info@thecpapclinic.com.au or by clicking the unsubscribe button in any email we send to you.

WARRANTY AND AUSTRALIAN CONSUMER GUARANTEES

All products provided under the Payment Plan come with guarantees that cannot be excluded under Australian consumer law. You are entitled to a replacement or refund for a major failure. You are also entitled to have the products repaired or replaced if the products fail to be acceptable quality and the failure does not amount to a major failure. Most products also come with a limited manufacturer's warranty and will be subject to warranty / exchange/ refund programs provided by the relevant manufacturer from time to time.

PRODUCTS

The term "product" where appearing in these terms means all goods and services provided under the Payment Plan.

STANDARD TERMS & CONDITIONS

For Standard Terms & Conditions that apply to all products see www.thecpapclinic.com.au

GOVERNING LAW

These terms are governed by the laws of New South Wales, Australia and New South Wales is the exclusive court jurisdiction for all disputes and claims.

INCLUSIONS

PREMIUM AUTOMATIC FREEDOM PLANS			
	Basic	Complete Care	
Premium Automatic CPAP Machine Choice of: 1. ResMed AirSense 11 AutoSet CPAP Machine 2. Fisher & Paykel SleepStyle+ Auto CPAP Machine	✓	✓	Starter Pack
CPAP Mask of Choice ¹	✓	✓	
Purdoux CPAP Cleaning Brush		✓	
360 Care Plan: • Bulk billed Respiratory/Sleep Specialist Telehealth Reviews ² • Bulk-Billed Sleep Studies ² • Unlimited CPAP Consultant Reviews • CPAP Data Reports • Complimentary Loan CPAP Machine • 3 x CPAP Wipes Tubs • Annual Supply of Machine Filters ⁴	✓	✓	
Replacement Mask Cushion		✓	6, 18 & 30 months
Replacement Mask Headgear		✓	
CPAP Mask of Choice ¹	✓	✓	12 & 24 months
Replacement Heated Tube		✓	
Replacement Humidifier Tub		✓	
360 Care Plan Renewal	✓	✓	
	\$1 upfront + \$45 / fortnight ³ (\$3,510 over 3 years)	\$1 upfront + \$54 / fortnight ³ (\$4,212 over 3 years)	

AUTOMATIC FREEDOM PLANS

	Basic	Complete Care	
Automatic CPAP Machine Choice of: 1. ResMed Airsense 10 Autoset 4G 2. ResMed Airsense 10 Autoset 4G For Her 3. Philips DreamStation Auto CPAP Machine			Starter Pack
CPAP Mask of Choice ¹	✓	✓	
Purdoux CPAP Cleaning Brush		✓	
360 Care Plan: • Bi-annual Specialist Reviews ² • Bulk-Billed Sleep Studies ² • Unlimited CPAP Consultant Reviews • CPAP Data Reports • Complimentary Loan CPAP Machine • 3 x CPAP Wipes Tubs • Annual Supply of Machine Filters ⁴	✓	✓	
Replacement Mask Cushion		✓	6, 18 & 30 months
Replacement Mask Headgear		✓	
CPAP Mask of Choice ¹	✓	✓	12 & 24 months
Replacement Heated Tube		✓	
Replacement Humidifier Tub		✓	
360 Care Plan Renewal	✓	✓	
	\$1 upfront + \$36 / fortnight ³ (\$2,808 over 3 years)	\$1 upfront + \$45 / fortnight ³ (\$3,510 over 3 years)	

PREMIUM FIXED PRESSURE FREEDOM PLAN

ResMed AirSense 11 Elite CPAP Machine	✓	Starter Pack
CPAP Mask of Choice ³	✓	
360 Care Plan: • Bulk billed Respiratory/Sleep Specialist Telehealth Reviews ² • Bulk-Billed Sleep Studies ² • Unlimited CPAP Consultant Reviews • CPAP Data Reports • Complimentary Loan CPAP Machine • 3 x CPAP Wipes Tubs • 1 Year Supply of Machine Filters ⁴	✓	
360 Care Plan Renewal	✓	12 & 24 months

\$1 upfront + **\$31**/ fortnight³
 (\$2,418 over 3 years)

FIXED PRESSURE FREEDOM PLAN

Fixed Pressure CPAP Machine Choice of: 1. ResMed Airsense 10 Elite; or 2. Philips DreamStation Pro CPAP	✓	Starter Pack
CPAP Mask of Choice ³	✓	
2 Year Supply of Machine Filters ⁴	✓	
1 Year Supply of Machine Filters ⁴	✓	24 months

\$1 upfront + **\$25**/ fortnight³
 (\$1,950 over 3 years)

RESMED TRAVEL FREEDOM PLAN

Resmed AirMini Travel CPAP Device	✓	Starter Pack
Resmed AirFit Mask + Resmed AirMini Setup Pack ⁵	✓	
Resmed AirMini Filters – 6 Pack	✓	
Resmed AirMini Travel Bag	✓	
Resmed HumidX or HumidX Plus – 6 Pack OR Resmed AirMini Filters – 12 Pack + Resmed AirMini Tubing	✓	
Resmed AirMini DC/DC Converter	✓	
Medistrom Pilot-24 Lite Battery	✓	
Medistrom Battery Car Charger	✓	12 months
Resmed AirFit Mask	✓	
Resmed AirMini Tubing	✓	
Resmed AirMini Filters – 6 Pack	✓	

\$1 upfront + **\$31.50** / fortnight³
 (\$2,457 over 3 years)

OPTIONAL SUPPLEMENTS

ResMed AirTouch Mask & Cushion	Upgrade your CPAP mask option to include ResMed's AirTouch Mask as part of your Starter Pack, 1st and 2nd year anniversary, and 6 x AirTouch Cushions at month 6, 18 and 30.	\$6 / fortnight
Lumin Cleaning Machine Plan	Add a Lumin CPAP Sanitiser to your plan to help keep your equipment clean – disinfect with UV light in just 5 minutes.	\$5 / fortnight
360 Care Plan	Optimise treatment with comprehensive clinical care including Specialist and CPAP Consultant reviews, sleep study, complimentary accessories and additional discounts.	\$10 / fortnight

TERMS & CONDITIONS

1. Excludes AirTouch Mask Systems.
2. Medicare criteria and T&Cs apply.
3. Approval subject to credit assessment criteria. Fees and charges, terms and conditions and minimum purchase amounts apply. Credit provided by Once Credit Pty Limited (ABN 99 112 319 632, Australian Credit Licence No. 386194), a subsidiary of humm group limited. Quoted payment of Premium Automatic Freedom Plan – Basic based on purchase price of \$3,510. \$1 deposit to be paid at time of purchase. Minimum amount payable \$3,928.20 includes establishment fee of \$60 and \$9.95 monthly fee. Quoted payment of Premium Automatic Freedom Plan – Complete Care based on purchase price of \$4,212. \$1 deposit to be paid at time of purchase. Minimum amount payable \$4,630.20 includes establishment fee of \$60 and \$9.95 monthly fee. Quoted payment of Automatic Freedom Plan – Basic based on purchase price of \$2,808. \$1 deposit to be paid at time of purchase. Minimum amount payable \$3,226.20 includes establishment fee of \$60 and \$9.95 monthly fee. (Page 4). Quoted payment of Automatic Freedom Plan – Complete Care based on purchase price of \$3,510. \$1 deposit to be paid at time of purchase. Minimum amount payable \$3,928.20 includes establishment fee of \$60 and \$9.95 monthly fee. (Page 5). Quoted payment of Fixed Pressure Freedom Plan based on purchase price of 1,950. \$1 deposit to be paid at time of purchase. Minimum amount payable \$2,368.20 includes establishment fee of \$60 and \$9.95 monthly fee. (Page 6). Quoted payment of ResMed Travel Freedom Plan based on purchase price of \$2,457. \$1 deposit to be paid at time of purchase. Minimum amount payable \$2,875.20 includes establishment fee of \$60 and \$9.95 monthly fee. (Page 7).
4. Annual Supply of Filters: ResMed AirSense 11 Autoset: Standard Filters (39300) x 6; F&P SleepStyle Auto+ Filters - 2 Pack (900SPS110) x 3; ResMed AirSense 10 AutoSet and ResMed AirSense 10 Elite: Standard Filters (36850) x 6; Philips DreamStation Auto and Philips DreamStation CPAP Pro: Disposable Ultra-Fine Filter – 6 Pack (1122519).
5. Not applicable for AirFit P10 and AirFit N30 for AirMini.