PHILIPS

Return Instructions

Important:	To ensure proper return of your current device, please follow the instructions provided below.
	Do not discard any of the packaging material. You will use it to return your current device.

Return Instructions for your current device

1

Package your device for return shipment.

- It is very important for Philips to work with our patients to ensure the return of affected devices under our Product Correction in Australia and New Zealand. More information in relation to the correction is on the Philips website at: www.philips.com/src-update.
- The return shipment for your old device is pre-paid, so there is no charge to you.
- If you are in New Zealand, please return your old device to Philips using the same shipping box and packaging materials that came with your replacement device:
  - Put your old device in the shipping box.
  - Place the packaging materials to secure the device and seal the shipping box.

ⓘ **Do not return** your carry bag, mask, tubing, power supply and cord, humidifier, battery, modem or SD card (if applicable).

2

Contact Kiwi Express for collection.

- To arrange for your packaged device to be collected, call Kiwi Express on **09 589 4100**.
- Reference Account Number "**105sleep**" and provide your full name, address and contact number. Kiwi Express will supply you with a booking number.
- Kiwi Express will arrange for your packaged device to be collected and the courier will attach the postage label for return to Philips.

ⓘ Our goods and services come with guarantees that cannot be excluded under the Australian and New Zealand Consumer Law. Your rights under the Australian and New Zealand Consumer Law are in addition to any remedy the local Philips entity may provide you.

Thank you for your cooperation in this effort.

Please refer to your user manual for information on using your device.

For further assistance, please visit www.philips.com/src-update or contact Philips on 0800 796 515 in New Zealand, selecting option 1.

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