Tandem Warranty Policy

AUSTRALIAN MEDICAL & SCIENTIFIC LTD. ABN 28 051 991 372

Goods: This warranty relates to the following products:

SKU	DESCRIPTION
1002684-1	TANDEM T:SLIM X2™ INSULIN PUMP
1006419	TANDEM T:SLIM X2™ BIQ INSULIN PUMP
1005611	TANDEM T:SLIM X2™ CIQ INSULIN PUMP

ENTITY PROVIDING THIS WARRANTY:

Australasian Medical & Scientific Ltd ABN 28 051 991 372 ("AMSL", "we", "us", "our") warrants that the Goods will be free from defective workmanship and materials.

AUSTRALIAN CONSUMER LAW

Our goods come with consumer guarantees that cannot be excluded under the Australian Consumer Law ("Consumer Guarantees"). You are entitled to elect to have 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 (at our election) if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Any refunds will be paid to the Private Health Insurer or person who paid for the goods.

Save to the extent permitted by law, nothing in this warranty is intended to modify, restrict, replace or remove your rights under the Australian Consumer Law and the Australian Consumer Law applies to the extent of any conflict with this document.

60-DAY MONEY BACK GUARANTEE*:

AMSL will provide you a 60-day change of mind money back guarantee for any Goods purchased from AMSL ("Refund request"). All Refund requests must be lodged by you within 60 days from the date of purchase. If the pump was purchased through Private Health Insurance the refund will be returned directly to your Insurer. *Existing AMSL customers or any AMSL customer who has previously engaged in a pump loan arrangement with AMSL are not automatically eligible for the 60-day money back guarantee. Please lodge a 60-day change of mind money back claim by contacting AMSL Diabetes Technical Support team specified in detail below.

REFUND REQUEST UNDER 60-DAY MONEY BACK GUARANTEE:

A Refund request made by a Purchaser during the 60-day change of mind money back guarantee period can be made in writing to AMSL and sent to au.enquiries@dexcom.com.

Upon receipt of the Refund request, AMSL will record and acknowledge that the Refund request has been lodged by the Purchaser. AMSL will then assess the Refund request and let the Purchaser know of the outcome and/or request further information from the Purchaser within 1-2 working days. The cost of transportation of the Goods will be borne on the Purchaser. If the Refund request is found not to be valid for any reason, the Purchaser will be advised accordingly. Any Refund requests lodged after the 60-day money back guarantee will be assessed on a case-by-case basis at the discretion of AMSL.

SUPPLIER WARRANTY AGAINST DEFECTS:

In addition to your rights under the Consumer Guarantees, AMSL will either repair or replace any Goods which have material defects and workmanship in the Goods ("Defective Goods") or part thereof with a new, remanufactured or refurbished equivalent during the Supplier Warranty Period at no charge to the Purchaser for parts or labour during the Supplier Warranty Period.

The warranty for the Goods is available only to the original retail Purchaser.
This warranty does not apply to any appearance of the supplied Goods nor to the additional excluded items set forth below nor to any supplied Goods the exterior of which has been damaged or defaced, which has been subjected to misuse, abnormal service or handling, or which has been altered or modified in design or construction.

Neither the sales personnel of the Seller nor any other person is authorised to make any warranties other than those described herein, or to extend the duration of any warranties beyond the Supplier Warranty Period on behalf of AMSL.
To the extent permitted by law, AMSL shall not be liable, or in any way responsible, for any damages or defects in the Goods which were caused by repairs or attempted repairs performed by anyone other than AMSL or an authorised service provider unless AMSL refused to comply with its obligations under the Consumer Guarantees.

AMSL shall not be liable or in any way responsible for any incidental or consequential, economic or property damage, except where AMSL is in breach of the guarantees provided to the Purchaser in accordance with Schedule Two of the Competition and Consumer Act 2010 (Cth), which entitles you to compensation for reasonably foreseeable loss or damage.

SUPPLIER WARRANTY/EXPIRY PERIOD:

The Supplier Warranty Period for the Purchaser to make a claim pursuant to the Supplier Warranty against Defective Goods is four (4) years commencing on the date the product first leaves AMSL's warehouse.

In the event that the Goods are repaired or replaced due to a defect in the Goods, the Warranty Period will not be extended.

ADDITIONAL ITEMS EXCLUDED FROM SUPPLIER WARRANTY COVERAGE:

The Supplier Warranty coverage does not apply to the Goods when:

1. Changes or modifications to the Goods by the Purchaser or any third person after date of manufacture;
2. Services or repairs performed by any person or entity other than an AMSL authorised service provider;
3. Force Majeure or other event beyond the control of AMSL or which occurs after the Goods have left the control of AMSL;
4. Accidents, negligence, misuse or abuse of the Goods by the Purchaser or any other third person, including but not limited to, improper storage of or physical abuse such as dropping or otherwise damaging the Goods;
5. Normal "wear and tear", including but not limited to cosmetic damage such as scratched display lenses and/or scratched paint;
6. Death or injury to persons resulting from any cause other than proving negligence of AMSL's, its employees or representatives;
7. External corrosion or the like occurs; and
8. Defects caused by the supplied Goods being subjected to any of the following;
    a. unauthorised modifications or connections;
    b. unauthorised opening or repair; repair by use of unauthorised parts; or
    c. other acts beyond AMSL's reasonable control (including but not limited to damage by fire, flood and other acts of God.)

SUPPLIER WARRANTY CLAIM UNDER CONSUMER GUARANTEES:

A claim made by a Purchaser during the Supplier Warranty Period can be done contacting AMSL Diabetes Technical Support on 1300 851 056 or can be made in writing to anz.techsupport@dexcom.com.

Upon receipt of the claim, AMSL will record and acknowledge that the claim has been lodged by the Purchaser. AMSL will then assess the claim and let the Purchaser know of the outcome and/or request further information from the Purchaser within 1-2 working days. The cost of transportation of the Goods will be borne by AMSL. If the claim is found not to be valid, the Purchaser will be advised accordingly.

RETURNS:

AMSL may require you to return the Goods to enable them to be tested prior to assessing your claim. In all other cases Defective Goods replaced under the Supplier Warranty or the Consumer Guarantees must be returned to AMSL Diabetes within 7 days of receiving the replacement. Customers will receive instructions to return the faulty product at AMSL's expense once the replacement is dispatched. AMSL does not offer refund for incorrect choice or change of mind after 60 days from date of purchase.

This warranty document is effective from April 2026.

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