

Philips DreamStation Modem Upgrade Terms and Conditions

Applicable for customers in Australia only

IMPORTANT NOTE: The 3G mobile network has shut down in Australia on 28 October 2024 (previously scheduled for September 2024). Philips Electronics Australia Limited (Philips) is currently working on a 4G cellular modem upgrade to interoperate with its DreamStation devices.

1. If you purchased a Philips DreamStation with a 3G cellular modem between 1 September 2023 – 22 July 2024 or purchased a Philips 3G cellular modem between 1 September 2022 – 22 July 2024, you can register here: <https://www.sleepshopb2b.philips.com.au/register/modem/> for updates on our 4G cellular modem upgrade, and to receive a free 4G cellular modem upgrade (**Modem Upgrade**), when it becomes available.
2. By registering for updates and/or a free upgrade, you acknowledge and agree to the following terms and conditions (**Terms**):
 - The Modem Upgrade is only available for customers who either:
 - purchased a new Philips DreamStation with a 3G cellular modem between 1 September 2023 – 22 July 2024 (inclusive); or
 - purchased a new Philips 3G cellular modem between 1 September 2022 – 22 July 2024 (inclusive),and such purchase was made in Australia (**Eligible Purchase Requirement**).
 - A modem upgrade may also be available to customers who purchase a new Philips DreamStation with a 3G cellular modem from one of our authorised channel partners after 22 July 2024, where there is a clear statement about the free 4G upgrade offer for the DreamStation 3G cellular device purchased on the sold device box.
- The Modem Upgrade is currently under development and is expected to be available in the second half of 2025. However, this timeline is subject to change based on various factors, including manufacturing, supply chain, and regulatory considerations. Without limiting your rights under the Australian Consumer Law, Philips will not be liable for any delays in the availability of the Modem Upgrade.
- Philips will communicate updates and information regarding the Modem Upgrade to registered customers via the contact information provided during registration. It is your responsibility to ensure your contact information is accurate and up-to-date.
- The Modem Upgrade is offered as a free replacement for the 3G modem and holds no monetary value. It cannot be exchanged for cash, credit or any other form of compensation, nor can the Modem Upgrade be transferred, assigned, sold, or otherwise conveyed to any third party.
3. Subject to any consumer law rights you have under the Australian Consumer Law, Philips will not be required to provide you with a Modem Upgrade if you do not meet the Eligible Purchase Requirements.
4. These Terms are governed by the laws of New South Wales, Australia.
5. For any concerns or queries regarding the Modem Upgrade, or these Terms, please contact Philips' customer service on 1800 830 517 in Australia (toll-free).

