

# t:slim X2™ Insulin Pump Travel Loan Terms & Conditions

Please ensure you read the conditions below carefully before submitting the application form.

1. A travel replacement pump for the Come Fly with Me travel loan program is only provided upon approval of application, and at the discretion of AMSL Diabetes and are subject to availability.
2. Failure to provide sufficient details or required documentation may result in delay or rejection of the application.
3. A travel replacement pump loan will only be provided for overseas travel with a minimum travel time of 4 weeks and a maximum of 6 months.
4. A travel replacement pump loan will only be provided for customers with an in-warranty pump. The pump must be in warranty for the entire duration of travel.
5. It is the responsibility of the pump user to speak with their Healthcare Professional about an alternative back-up plan for their travel period.
6. The travel replacement pump provided as part of the Come Fly With Me program must not be opened (the box must remain sealed), turned on or used unless their current pump is deemed faulty by AMSL Diabetes Technical Support. Should the loan pump be returned to AMSL Diabetes with a broken seal and/or the pump is used without first confirming their current pump is faulty with AMSL Diabetes Technical Support, this will incur a \$500 fee.
7. Where the customer's current pump is deemed faulty by AMSL Diabetes Technical Support, the customer may then open and use the loan replacement pump provided. Where this occurs:
  - a. Ownership of the travel replacement pump will be transferred to the customer.

- b. The travel replacement pump will adopt the remaining warranty period of the customer's current faulty pump (see our Tandem warranty policy here for more details)
8. Returning the pump
  - a. If the customer did not need to use the travel replacement pump while travelling, it must be returned to AMSL Diabetes within 7 days of their return to Australia.
  - b. If the customer did need to use the travel replacement pump while travelling, the customer's faulty pump must be returned to AMSL Diabetes within 7 days of their return to Australia.
  - c. AMSL Diabetes will e-mail the customer a link to create a return label through Australia Post
  - d. Late returns may incur a \$100 per month fee until returned.
9. Maintenance of the condition of the pump is the sole responsibility of the customer.
10. A refundable security deposit of \$50 is required for all Come Fly with Me travel replacement pump loans. The deposit will be charged to the credit card details obtained from the customer. The security deposit will be:
  - a. refunded back to the customer when the pump is returned to AMSL Diabetes. Please note that security deposit returns can take up to 2 weeks from processing the return to appear in your bank account.
  - b. utilised to complete any repairs if there is any damage to the pump.
11. The travel replacement pump shall remain the property of AMSL Diabetes unless the customer is given permission to use it in accordance with clause 7, in which case ownership of the pump is transferred to the customer. The customer will be liable in the event of damage excluded under the Tandem warranty policy, or failure to return the goods as described below in Clauses 8-11.
  - a. If incurred, these fees will be charged to the credit card if has been provided.



a Dexcom company

- b. If AMSL Diabetes is unable to charge these fees to the provided credit card an alternative method of payment will be sought from the customer.
  - c. If AMSL Diabetes is unable to contact the customer or obtain payment, AMSL Diabetes reserves the right to refer the customer to a debt collection agency.
12. AMSL Diabetes reserves the right to charge the customer \$200 upon return of the pump where it judges that the pump has not been adequately taken care of and that superficial or actual damage to the pump significantly exceeds the normal wear-and-tear that could be expected during the timeframe of the replacement pump loan period.
13. AMSL Diabetes reserves the right to charge the customer the full retail cost of the pump, if the pump is lost by the customer, or is not returned.
14. An insulin pump should only be used under the continued advice of your Diabetes Educator or Doctor and is not a substitute for professional advice and correct diabetes management.

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