

Dexcom Warranty Policy

NEW ZEALAND MEDICAL AND SCIENTIFIC LIMITED NZBN 9429000108256

Goods: This warranty relates to the following products:

ENTITY PROVIDING THIS WARRANTY:

New Zealand Medical and Scientific Limited NZBN 9429000108256 ("NZMS", "we", "us", "our") warrants that the Goods will be free from defective workmanship and materials.

NEW ZEALAND CONSUMER LAW

Our Goods come with consumer guarantees that cannot be excluded under New Zealand consumer law including the Consumer Guarantees Act 1993 ("NZ Consumer Law"). If the Goods are not of acceptable quality or fail to comply with the other guarantees under NZ Consumer Law, you are entitled to a remedy from the supplier of the Goods (us, or the pharmacy that processed your prescription, as applicable) or from us as manufacturer of the Goods.

Any refunds will be paid to the Private Health Insurer or person who paid for the goods (except where the goods were Pharmac funded, in which case no refund will be payable).

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

SUPPLIER WARRANTY AGAINST DEFECTS:

In addition to your rights under NZ Consumer Law, NZMS will, at its option, 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 (the determination of which to be at NZMS' discretion) 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 NZMS.

Correction of defects, in a manner and for the Supplier Warranty Period described herein, shall constitute complete fulfilment of all liabilities and responsibilities of NZMS to the Purchaser with

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respect to the Goods and shall constitute full satisfaction of all claims, whether based on contract, negligence, and strict liability otherwise. To the extent permitted by law, NZMS 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 NZMS or an authorised service provider, unless NZMS refused to comply with its obligations under the NZ Consumer Law.

NZMS shall not be liable or in any way responsible for any incidental or consequential, economic or property damage, except where NZMS is in breach of the guarantees provided to the Purchaser in accordance with the NZ Consumer Law, which entitles you to compensation for reasonably foreseeable loss or damage.

SUPPLIER WARRANTY PERIOD:

The Supplier Warranty Period for the Purchaser to make a claim pursuant to the Supplier Warranty against Defective Goods is as follows:

SKU	DESCRIPTION	WARRANTY
STS-GS-002	DEXCOM G6 SENSOR (1-PACK)	10 days from the date the sensor is inserted
STS-GS-003	DEXCOM G6 SENSOR (3-PACK)	10 days from the date the sensor is inserted
STT-GS-003	DEXCOM G6 TRANSMITTER	90 days from the date the transmitter is activated
STK-GS-109	DEXCOM G6 RECEIVER	12 months from the date the receiver is activated
STP-GT-002	DEXCOM G7 SENSOR	10 days from the date the sensor is inserted
STK-GT-102	DEXCOM G7 RECEIVER	12 months from the date the receiver is activated
STP-D7-001	DEXCOM ONE+ SENSOR	10 days from the date the sensor is inserted
STK-D7-102	DEXCOM ONE+ RECEIVER	12 months from the date the receiver is activated

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NOTE: If you receive a replacement Transmitter or Receiver for an in-warranty Transmitter or Receiver, any remaining warranty on the original Transmitter or Receiver shall transfer to the replacement Transmitter or Receiver.

In the event that the Goods are repaired or replaced due to a defect in the Goods, the Supplier 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 NZMS authorised service provider;
3. Force Majeure or other event beyond the control of NZMS or which occurs after the Goods have left the control of NZMS;
4. Accidents, negligence, misuse, unusual physical, electrical or electromechanical stress 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 NZMS, its employees or representatives;
7. External corrosion or the like occurs;
8. Defects caused by the supplied Goods being subjected to any of the following;
 - a. unauthorised modifications or connections,
 - b. unauthorized opening or repair, repair by use of unauthorised parts; or
 - c. other acts beyond NZMS' reasonable control (including but not limited to damage by fire, flood and other acts of God.);
9. Equipment that has the ID number removed or made illegible;
10. All surfaces and other externally exposed parts that are scratched or damaged due to normal use; and
11. Water damage to the transmitter beyond the specifications listed in the Goods user guide, a copy of which can be found at dexcom.com/en-nz/downloadsandguides

SUPPLIER WARRANTY CLAIM:

In order to enforce the rights under this warranty, the Purchaser must provide proof of purchase to NZMS, serial number/ID number/lot number of the product and buyer's full name and address. The proof of purchase must state the date of purchase of the Goods, provide a description of the Goods and, where applicable, the price paid for the Goods. A claim made by a Purchaser during the Supplier Warranty Period can be done by calling NZMS Diabetes Technical Support on 0508 634 103 or can be made in writing to anz.techsupport@dexcom.com.

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Upon receipt of the claim, NZMS will record and acknowledge that the claim has been lodged by the Purchaser. NZMS will then assess the claim and let the Purchaser know of the outcome and/or request further information from the Purchaser. The cost of transportation of the Goods will be borne by NZMS. NZMS may then repair, replace or refund the Goods depending on the nature of the claim. If the claim is found not to be valid, the Purchaser will be advised accordingly.

RETURNS:

NZMS 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 NZ Consumer Law must be returned to NZMS Diabetes within 7 days of receiving the replacement. Customers will receive instructions to return the faulty product at NZMS' expense once the replacement is dispatched.

This warranty document is effective from April 2026.

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