

Tandem Warranty Policy

NEW ZEALAND MEDICAL AND SCIENTIFIC LIMITED NZBN 9429000108256

Goods: This warranty relates to the following products:

SKU	DESCRIPTION
1008257	TANDEM T:SLIM X2™ BIQ INSULIN PUMP
1016947	TANDEM T:SLIM X2™ CIQ INSULIN PUMP

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 (the pharmacy that processed your prescription) or from us.

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 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 NZMS.

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nzmsdiabetes.co.nz

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 four (4) years commencing on the date the product first leaves NZMS' 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 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 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; 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 NZMS' reasonable control (including but not limited to damage by fire, flood and other acts of God.)

SUPPLIER WARRANTY CLAIM:

A claim made by a Purchaser during the Supplier Warranty Period can be done contacting NZMS Diabetes Technical Support on 0508 634 103 or can be made in writing to anz.techsupport@dexcom.com.

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 within 1-2 working days. The cost of transportation of the Goods will be borne by NZMS. 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. NZMS 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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