

# Tandem™ Loan Pump Order Form >

**Note:** All fields below are required.

\*AMSL Diabetes require a minimum of **3 weeks** notice for all loan applications.

## Customer Details

Customer Full Name:	Date of Birth:	
Phone:	Address:	
Email:	Street Address:	Suburb:
Parent/Guardian Name (if applicable):	State:	Postcode:

I agree to and acknowledge all the conditions listed on both pages of this form. I declare that all the information I have provided on this application is true and correct.

Customer Signature:	Date:
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## Healthcare Professional Details

Full name:	Clinic/Delivery Address:	
Phone:	Street Address:	Suburb:
Email:		
Pump Start Date:	State:	Postcode:

I acknowledge that I support this patient in their use of the t:slim X2 insulin pump. If this application is for an Eligibility Loan Pump, I agree that I will carry out or oversee the Tandem Insulin Pump training for this patient.

Healthcare Professional Signature:	Date:
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**Note:** Must be a physical address for delivery. PO Boxes will not be accepted.

## Loan Type

<input type="checkbox"/> Eligibility (maximum 12 months)  Document supplied from health fund which provides the fund name, membership # and eligibility date (policy certificate or joining letter)	<input type="checkbox"/> Trial Loan (maximum 2 months)  Document supplied from health fund which provides the fund name, membership # and eligibility date (policy certificate or joining letter)
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## Credit Card Security

A refundable \$50 security deposit will be charged. A full refund will be given upon the receipt of the pump at the end of the loan. For more details, please check the terms and conditions on page 2.

Card No:	CVC:
Expiry:	Cardholder Name:

\*Card must have 13 month minimum expiry. Card details will be destroyed upon return of pump and all supplied accessories in acceptable condition.

## Terms & Conditions

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

1. A loan pump is provided only upon approval of application, and at the discretion of AMSL Diabetes.
2. Failure to provide sufficient details or required documentation may result in delay or rejection of the application.
3. Depending on stock availability, you may not be supplied with the latest model.
4. Maintenance of the condition of the pump and any supplied accessories is the sole responsibility of the customer.
5. The pump will be covered by the standard warranty during the period of the loan. Any replacement will not extend the loan period. The faulty pump must be returned within 7 days following receipt of replacement pump and transfer of data. Clause 9 applies to any such returns.
6. A refundable security deposit of \$50 is required for all loans. The deposit will be charged to the credit card details provided by the customer on the form. The security deposit will be:
  - a. refunded back to the customer when the pump is returned to AMSL. Please note that credit card deposit returns can take several days to process depending on your bank.
  - b. utilised to complete any repairs if there is any damage to the pump.
7. At all times the pump shall remain the property of AMSL Diabetes. The customer will be liable in the event of damage 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 provided.
  - 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.
8. For Trial Loans - and other loans at the discretion of AMSL Diabetes - the insulin pump will be provided with: a User Guide, a Pump Case, Charging Cable and a pre-applied Lens Film. Where supplied, these items must be returned in good condition with the pump at the end of the loan period. Failure to do so will result in the full retail cost of the items being invoiced to the customer.
9. 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 loan period.
10. Pumps are required to be returned to AMSL Diabetes no later than 5 calendar days following the end of the prescribed loan period. Any pumps not returned by this date will incur a \$100/month fee until returned.
11. AMSL Diabetes reserves the right to charge the customer the full retail cost of the pump, if the pump is lost by the customer during the loan period, or is not returned. AMSL Diabetes provides a courier bag to ensure a safe return. Returning of the pump by any other means, such as by Australia Post, is at the sole risk and cost of the customer.
12. It is the customer's responsibility to arrange for their own pump start within the loan period if required.  
**\*No extension to loan period will be granted\*.**
13. The customer agrees to supply credit card details with a minimum of 13 months expiry, to cover any costs required as listed here, should the customer not comply with the conditions of the loan as stipulated in this agreement.
14. The customer agrees to AMSL Diabetes confirming the customer's membership details with the customer's Health Fund.

**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. Please view the pump warranty as well as the safety and usage disclaimer at [amsldiabetes.com.au](http://amsldiabetes.com.au).**



For more information on t:slim X2 insulin pump, please contact the AMSL Diabetes Customer Care Team on **1300 851 056** or at [diabetes@amsl.com.au](mailto:diabetes@amsl.com.au)

[amsldiabetes.com.au](http://amsldiabetes.com.au)    

Insulin pumps are medical aid devices intended for use by patients requiring insulin infusion. Insulin pumps are not a substitute for, and should not replace, regular communication and training between the patient and the diabetes healthcare team. The t:slim X2 insulin pump has a warranty of 4 years. Dexcom CGM consumables are sold separately. Details of the Tandem warranty policy can be found on the AMSL Diabetes website at [www.amsldiabetes.com.au](http://www.amsldiabetes.com.au). Patient compliance is required for correct pump functionality. All pump starts must be performed by a healthcare professional with appropriate Tandem training. It is the customer's responsibility to seek clinical advice from their healthcare professional when necessary and to use the device as per usage instructions and warranty conditions. In agreement with the Privacy Act 1988 (Cth), customer records will be maintained in accordance with the National Privacy Principles. The healthcare team, its employees and agents assigns indemnity to Australasian Medical & Scientific Limited from and against all claims of whatsoever nature (to the maximum extent permitted by law) relating (whether directly or indirectly) to the cost of the insulin pump.

