

## Your Philips International Warranty

Dear Customer,

All of Philips Consumer Lifestyle products are designed and manufactured to the highest standards and deliver high-quality performance, ease of use and ease of installation. In case you encounter any difficulties while installing or using your product, we recommend that you first consult the operating instructions or the information in the support section of this website.

In the unlikely event of failure during the warranty period Philips Consumer Lifestyle, hereinafter referred to as 'Philips', will arrange for your product to be serviced in the country of use. Please verify that the country indicated in the heading of this document is equal to the country where you intend to use your Philips product. If not, please select the correct country in the upper right corner of this website, select your product and open or download the warranty statement again.

Your statutory rights are not affected by the terms of the Philips International warranty.

### Warranty terms

The warranty begins on the date of purchase and expires at the end of the period indicated below. In case the retailer is unknown or the product was purchased from an unregistered seller e.g. via on-line auction channels, the warranty period is considered to have started three months after the date of manufacturing indicated on the product or as derived from the serial number of the product.

If any defect due to faulty materials and/or workmanship occurs within the warranty period, Philips will make arrangements for free of charge service. Where a repair is not possible or is deemed uneconomical Philips may agree to replace the product. Replacement will be offered at Philips discretion and the warranty will continue from the date of original purchase.

The Philips warranty applies provided the product has been handled properly for its intended use and in accordance with the operating instructions.

## What is excluded?

The warranty does not cover for the losses consequent in nature, including but not limited to loss of data or loss of business. The Philips Warranty does not apply if:

- The purchase documents have been altered in any way or made illegible.
- The model- and/or serial number on the product has been altered, removed or made illegible.
- Repairs or product modifications and alterations have been carried out by unauthorized service organizations or persons.
- The product is being used for commercial purpose.
- The defect is caused by abuse or misuse of the product or by environmental conditions that are not in conformance with the recommended operations of the product.
- The defect is caused by connection to peripherals, additional equipment or accessories other than those recommended by Philips.
- The unit has been damaged - including but not limited to damage by pets, lightning, abnormal voltage, water or fire, natural disaster or transport accident.
- The product is defective due to wear of parts, which can be considered as consumable parts by their nature
- The product does not function properly because it was not originally designed, manufactured, approved and/or authorized for the country where you use the product, which might occur in instances where the product has been purchased in another country other than that of its intended use.

## Service needed?

- In order to avoid unnecessary inconvenience, we advise you to read the operating instructions carefully or consult the support section of this web site for additional support, before contacting Philips or your dealer. To obtain service within the warranty period please contact the Philips Consumer Contact Centre. Philips contact details can be found on this website. When no longer within warranty you can contact the nearest authorized Philips Service Centre directly.

To be able to help you efficiently when you contact Philips or your dealer, please have available:

- the original invoice or cash receipt, indicating the date of purchase, dealer name and model number of the product
- your product serial number or production week as indicated on the product.

The model number (also sometimes called model ID) and serial number or production week can be found in the battery compartment or on the back or bottom of the product.

## Default Warranty Period

- 12 months

## Exceptions to the default warranty by Product Category

Product category	Warranty Period	Exceptions
Audio Products	12 months	
Domestic Appliances	24 months	Robust:5 years and 15 years on the motor under condition that consumer has registered within 3 month after date of purchase
Fax Machines	12 months	
Health & Wellness	24 months	Excludes brush heads
Mobile Phones	12 months	
Multi Media Displays	36 months	24 months LCD monitors for E, C, T, X, V & G line
Peripherals & Accessories	12 months	
Set Top Boxes	12 months	
Shaving & Beauty	24 months Excludes shaver heads	
TV LCD	12 months	24 months from July '09
TV Plasma	12 months	24 months from July '09
Video Products	12 months	