

Products purchased in UK

Dear Customer,

Philips 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 user manual or the information in the support section of this website.

During the warranty period Philips will arrange for your Philips product to be serviced free-of-charge, in the unlikely event of failure of the product. In case you purchased the product in another country, Philips will endeavor to arrange your product to be serviced in the country where you offer it for service against the warranty terms of the country of purchase. If that is not possible, you still may offer your product to Philips service in the country where you purchased the product.

Warranty terms

The warranty begins on the date of purchase as stated on your proof-of-purchase and expires at the end of the period indicated in the section “Warranty period” below. In case you lost your proof-of-purchase, 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. For products without production date or serial number on the product a valid proof-of-purchase is required.

Where a repair is not possible or is deemed uneconomical Philips may agree to replace the product with a new or refurbished product, 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 and does not apply if:

- The proof-of-purchase has been altered in any way or made illegible.
- The model number, serial number or production date code on the product has been altered, removed or made illegible.
- Repairs or product modifications have been carried out by unauthorized service organizations or persons.
- The product is being used for commercial purpose.
- The defect is caused by abuse 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 animals, lightning, abnormal voltage, water or fire, natural disaster or transportation.

- The product is defect due to wear of parts, which can be considered as wearable- or 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.
- The product does not function properly due to problems with access to and or connection with service providers, such as interruptions in the access networks (e.g. TV cable, satellite or Internet), faults on the subscriber's or the correspondent's line, local network fault (cabling, file server, user's line) and faults in the transmission network (interference, scrambling, faults or poor network quality).

Service needed?

In order to avoid unnecessary inconvenience, we advise you to read the user manual carefully and/or consult the support section of this web site before contacting Philips or your dealer. To obtain service within the warranty period please contact the Philips Consumer Contact Centre via chat, email or phone call. Philips contact details can be found on this website. When your product is 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 please have available:

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

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

Warranty period

The warranty period for all Philips products is 24 months, except for the following product categories:

Product category	Warranty period
Sounds & Vision, except TV which is 24 months	12 months
Signage solutions	36 months
PC products & Phones	12 months
LCD monitors B, S, P lines	36 months
Toothbrushes battery	12 months
Accessories, except for PC Gaming accessories	12 months