

## I. 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

## II. Warranty terms

To enjoy your worldwide warranty service, the original purchase receipt must be presented for verification. The warranty begins on the date of purchase and expires at the end of the period indicated in the below Section (V) and (VI). 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.

### III. 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.

### IV. 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.

## V. Default Warranty Period

- 12 months

## VI. Exceptions to the default warranty by Product Category

Product category	Warranty Period	Exceptions
TV	24 months <ul style="list-style-type: none"><li>• 12 months (international warranty)</li><li>• PLUS 12 months (extended warranty for local purchase)</li></ul>	Excludes accessories such as remote control, etc.
Audio-visual Products	12 months	Excludes accessories such as remote control, headphone of music or video player, etc.
Small Domestic Appliances	24 months	Excludes consumable accessories such as shaving heads, toothbrush heads, dustbag, filters, rice cooker inner pot, blender jar, etc.
Mother & Child Care Products (Electrical Appliances ONLY)	24 months	--
Mother & Child Care Products (Non-electrical Appliances)	No Warranty	--
Accessories for Mobile Phone & Electronic Devices ((Non-electrical Accessories)	No Warranty	--

## VII. Philips' Products Warranty : Terms and Conditions

### The warranty

1. Within the specified warranty period as noted above, if the Product is defective in workmanship or materials under normal use in accordance with the Product's user manual, Philips Electronics Hong Kong Limited ("Philips") will repair the Product free of charge. The warranty period is calculated from the date of purchase of the Product. This warranty is provided only for Product(s) purchased from authorized dealers of Philips.
2. Please inform Philips in writing promptly in case of any change of personal information (such as change of address or telephone number) so that Philips can update our warranty registration record accordingly.
3. The customer must present the original purchase receipt for verification of the date of purchase, failing which, Philips reserves the right of refusing to provide free warranty service.

### Scope of the warranty

4. Philips reserves the right to inspect the Product before providing any free warranty service. Should Philips is in the opinion that the related service required for this Product is not covered by the warranty, a reasonable fee at prevailing rate will be charged for Philips' carrying out of such inspection.
5. The warranty or maintenance service is invalid in the following situations:
  - the warranty period or the maintenance term is expired;
  - the Product or any parts thereof has/have been modified, removed, replaced or repaired by any unauthorized service center or personnel;
  - the defect was caused by abuse, improper use not conforming to the Product's user manual instructions, or environment conditions more severe than those specified in the manual and specification;
  - the Product is damaged due to external causes;
  - the defect was caused by Force Majeure, such as acts of God, flood, lightning, earthquake, war, vandalism, theft, brownouts or sags (damage due to low voltage disturbances) .
6. The warranty does not cover of any damage of cosmetic nature, and does not cover consumable parts and accessories of the Product.

7. For products with LCD panel (including LED-Backlit), “Dead pixels” or “Bright pixels” of LCD panels are classified as the nature of LCD and it is acceptable for up to 5 pixels according to the accepted industry standard. Philips therefore does not accept any replacement requests unless:
  - There are more than 5 “Dead pixels” and/or “Bright pixels” from the viewing distance of 1m;
  - The replacement request is made within 7 days of purchase.
8. Free on-site repair service is only applicable to selected products (TV, Home Theatre System and Fully Automatic Espresso Machine). Philips’s on-site repair service is complimentary for locations at the Hong Kong Island, Kowloon Peninsula, the New Territories and Tung Chung New Town. On-site repair service does not cover restricted areas and outlying islands within HKSAR.
9. If customers intend to carry in the product for services during the warranty period, the products can be brought to Philips Authorized Services Centre.
10. Philips makes no guarantee to replace any spare parts of the Products that is damaged, broken or malfunctioned such as but not limited to in situations where the affected spare parts of which are not available to Philips for any reason whatsoever.
11. Any defective Product or any spare parts thereof which are replaced by Philips in the course of repairing, if any, shall be Philips’ property and non-returnable.
12. The Products shall be collected by the bearer of and on presentation of the validated job sheet issued by Philips authorized services centre and its holder shall be deemed to the rightful owner of the Products. Should the customer fail to present the validated job sheet upon collection, Philips may reject to deliver the Product to the customer.
13. Any Products left for repair not reclaimed by the customer within 90 calendar days from the date of the customer’s repair request or date of collection notice issued by Philips may be handled or disposed by Philips in any way whatsoever without prior notice to the customer and Philips shall not be liable or responsible to the customer for such Product or for any losses or damages whatsoever incurred in such event.

#### **Maintenance Service - Renewal**

14. On expiry of the warranty period, the customer may subscribe to Philips’ maintenance service on payment of an annual maintenance fee. If the customer wishes to subscribe Philips’ maintenance service, he/she should pay the prescribed annual maintenance fee in accordance with the payment instructions stipulated in the invitation letter, that is, Philips Comprehensive Maintenance Service issued by Philips for renewal of warranty on or before expiry of the warranty period of his/her Product.

15. The scope of the maintenance service is noted in the invitation letter, that is, Philips Comprehensive Maintenance Service.
16. Philips is not under any obligation to offer the maintenance service on expiry of the warranty period or any maintenance period. Philips reserves the rights to change the terms and conditions of its maintenance service without prior notice.

### Disclaimer

17. In no circumstances shall Philips be held responsible for any data / content loss from the Product. It is the customer's responsibility to backup data/contents before bringing-in the Product for repair. Philips is not liable to any consequential damages caused by data/ content loss during inspection and/or repair process.
18. Under no circumstances will Philips, its service provider or either's affiliates, employees, officers, directors or agents be liable for any consequential, indirect, special, punitive, or incidental damages, whether foreseeable or unforeseeable, (including, but not limited to), claims for loss of data, goodwill, inconvenience, delay, profits, use of money or use of the products, interruption in use.
19. Philips' and its service provider's entire liability and the customer's sole and exclusive remedy for claims related to or arising out of this warranty for any cause and despite the form of action, whether in contract or in tort, statutory or otherwise, including negligence and strict liability, will not exceed the amount of the purchase price paid, as noted in the receipt and/or proof of purchase. This limitation of liability will be effective even if customer has advised Philips or its service provider of the possibility of any such damages.

### Others

20. The terms and conditions contained herein are for general reference only and are subject to change by Philips without notice.
21. In case of dispute relating to the warranty, the maintenance service and/or any information contained herein, Philips' decision shall be final.
22. If there is any inconsistency or conflict between the English and the Chinese version, the English version shall prevail.
23. The extended warranty service is only valid for the product purchased in Hong Kong SAR and Macau SAR only.