

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 is not valid if the defect is due to accidental damage, mishandling, misuse, voltage fluctuation, high/low voltage or natural disaster.
- If the serial number, date of purchase, stamp and signature of dealer from the warranty card is missing or over written on the warranty card.
- If the product is repaired or tried to repair from unauthorized personal/workshop.
- If the product serial number is tempered.
- Remote control and other accessories are not covered in warranty.
- The product is being used for commercial purpose

- The product is defective due to wear of parts, which can be considered as consumable parts by the nature

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 note;

- Product will be considered under warranty, only upon presentation of original warranty card and purchase receipt.
Further the data of claim should be within the warranty period.
- The warranty will be valid only if the new product purchased from authorized dealer and the warranty card is appropriately filled and stamped by authorized dealer
- Transportation of faulty product to and from workshop is the responsibility of customer.
- Company and customer fully agree to the jurisdiction of Karachi court incase dispute of any claim.

Default Warranty Period

- 24 months SDA
- 12 months L&E

Exceptions to the default warranty by Product Category

Product category Warranty Period Exceptions

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
Shaving & Beauty	24 months	Excludes shaver heads
Video Products	12 months	