

## Products purchased in Singapore

### 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 LCD monitors	24 months LCD monitors 2009 E,V,TW
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	

## **CONSUMER LIFESTYLE WARRANTY REGISTRATION**

### **LIMITED WARRANTY**

1. Philips Electronics Singapore Pte Ltd (“Philips”) hereby guarantees to the original retail purchaser (“Consumer” or “You”) that its Audio, Video and Domestic Appliances products (“Product”) are free from material defects in material, design and workmanship under normal use in accordance with the operating instructions and pursuant to the following terms and conditions.
2. The limited warranty period for the Product extends to three (3) years for LCD TVs, one (1) year for Audio/Video and two (2) years for Domestic Appliances products from the date of purchase of the Product as documented by valid proof of purchase. **IMPORTANT** – you are required to show valid proof of purchase (Invoice when required), which must identify dealer’s stamp, the point of purchase, date of purchase, product model and product serial number clearly. Products returned without valid proof of purchase or which proof of purchase has been altered or illegible, shall be outside the cover by the limited warranty.
3. During the limited warranty period, Philips or its authorized service provider will repair without charge for parts and labour, a materially defective Product with new or refurbished parts or Product, and return such repaired Product to the Consumer in working condition. Philips will retain defective parts, modules or equipment.

### **Limited Warranty Conditions**

- On-site Repair – applicable to CRT TV (21” and above), LCD & Plasma TVs (26” and above) and selected Audio products (Contact our Consumer Call Center: **68823999** to confirm if on-site repair is available for your Product);
- Carry-in Repair – applicable for all Audio/Video (including DVD) and Domestic Appliances products unless otherwise stated.
- Repaired or Replaced product will be covered by limited warranty for the balance of the original limited warranty period.
- A diagnosis charge of S\$60/- (onsite) or S\$40 (carry-in) will be levied if it is found that the Audio/ Video product is not faulty due to the following:
  - \* No power because power plug is not plugged in or switched on or no power at power points.
  - \* Usage of wrong electrical supply/voltage.
  - \* Signal reception interference due to antennae/cable problems or setup boxes.

Additional terms for LCD & Plasma TV panels

- 60,000 hours panel life refers to the LCD and Plasma panel's ability to retain 40% of the original brightness/luminance value under standard operating conditions during that period (excluding component failures of other parts such as printed circuit boards, tuner, panel circuitry, etc).
- The few "Bright Pixel" or "Dead Pixel" appearing on the LCD or Plasma panel is the nature of the product which is within factory standard. It does not affect the performance of the product(s) and does not constitute as a product defect.

Philips will offer a one to one replacement of panel under the following conditions:

- 7 or more "Bright Full Pixel" or "Dead Full Pixel" are found on the LCD or Plasma panel based on at least 1 meter viewing distance.
- Valid on or within 14 days from the date of purchase.

4. This limited warranty does not cover:

- Claims for loss of use/inconveniences due to any malfunction, damages caused by lightning, water or other liquid intrusion, fire, flood, accident, computer virus attack, negligence, misuse or improper handling/operation, damages to tapes and discs
- Product that has been damaged due to installation, repairs, alteration or modification by unauthorized service organizations or persons
- Product with model name, serial number or production number removed, altered, is illegible or appears different from the Product Type certified.
- Defects or parts requiring replacement due to ordinary wear and tear, corrosion, rust or stains, scratches, dents on the casing or paintwork of the product.
- Defects or faults in product (excluding display devices) which have been used for commercial/industrial purposes or which have been rented/leased or have been otherwise subject to non-household/non-domestic use.
- Claims for damaged and/or missing parts (accessories) after 7 days from the original date of goods received.
- For all TVs - damage caused by static (non-moving/changing) images displayed for lengthy periods of time (commonly known as "burn-in"). [Normal usage involves moving/changing images. To prevent burn in, avoid displaying the same or similar images for extended period of time (e.g. a computer desktop or teletext page), use a blank screen or screen saver (where available)].
- For Optical Disk equipment (including CD, DVD players & recorders) – support for discs which are outside established specifications (eg. Yellow Book).

5. Philips On-Site Repair service is applicable for Products purchased in Singapore from Philips or Philips authorized distributors and retailers. This On-Site Repair service is offered to Products located and used in Singapore mainland only and does not extend to any other island or located in ship or boat. For On-Site Repair service, Philips shall not be obliged to install, dismantle or otherwise work on any appliance that is not on ground level (e.g. product mounted to the wall at elevated heights) and is not responsible for the cost of providing access to any appliance by whatever means necessary for the purpose of carrying out repairs in the event the location or position at which the appliance has been installed renders it un-accessible for repairs to be carried out.
6. Philips' obligations under Clause 1 are limited to the repair and replacement of defective Product. Except as set forth above, there are no other express or implied warranties and all warranties, conditions or other terms implied by statute or common law (including any warranty of satisfactory quality merchantability or fitness for a particular purpose) are excluded to the fullest extent permitted by law.

Philips total liability for damages relating to or arising out of the purchase or use of the Product, regardless of the type or cause of such damage or the form of characterization of the claim asserted (eg. contract or tort) shall not exceed the original purchase price paid for the Product.

However, in no event shall Philips, Philips Affiliated Companies, Philips authorized distributors and retailers be liable for any punitive, special, incidental, indirect or consequential losses or damages whatsoever (including without limitation, damages for loss of revenue, business, profits, goodwill or contracts, business interruption, loss of business information, or any other pecuniary loss), costs, expenses resulting from the purchase or use of the Product, to the fullest extent allowed by law, whether or not Philips has been advised of the possibility of such damages. These limitations shall apply notwithstanding the failure of the essential purpose of any limited warranty. This limited warranty does not affect the Consumer's statutory rights under law.

No carrier, retailer, agent, dealer, or employee thereof is authorized to make modifications to this limited warranty and you should not rely on any such representation. Philips reserves the right to amend the terms and conditions if necessary.