PHILIPS

Satisfaction Money Back Guarantee Claim Form

To claim, please return, in person, the Eligible Product (as defined on the right side) to the below address:

Al Ghandi Electronics at Ras Al Khor Complex,
Ras Al Khor, Oman Hatta Road, Dubai, United Arab Emirates;
Contact No.: 04 2310405/ 04- 2310406
04- 2310451

Workshop working days:
8:30am – 4:30pm Monday - Friday
8.30am – 3:30pm Saturday

Gulf Electronics Service Center at Mussafah,
Behind Caterpillar, Abu Dhabi,
United Arab Emirates;
Contact No.: 02 5553754/ 02 5559292

Workshop working days:
9.00 am to 5.30 pm Monday - Friday

Important
The address above is for this Offer only. If your Eligible Product is faulty or you have a query regarding your claim, please contact Philips consumer care team at below mentioned numbers for any further information.

Philips Consumer Care Number 800 744 5477
Operational timing Philips Consumer Care :
Monday – Friday from 09:00 am - 7:00pm
Philips Social care channel : https://www.facebook.com/PhilipsMiddleEast

We only will use your personal data you provide for the purposes of performing this offer

If you are happy to be contacted for the purposes of providing feedback on the product, please tick here ☐

Details required for Claim back

Original receipt of purchase (photocopies not accepted)

Please explain briefly why you are not satisfied with your Philips product:

☐ Poor performance ☐ Switched to Competitor ☐ Too Hard to use ☐ Painful to use

Date of purchase: _____

Store of purchase _____

Your name: _____

Address: _____

Country: _____

Postcode: _____

Daytime Tel number: _____

I hereby confirm that I have received the Product's invoice value against Philips Money Back Guarantee Claim and have NO further grievance to make. Product delivered/received in working conditions and along with all the accessories.

Customer Signature : _____ Date: _____

Philips Lumea 60 Days Money Back Guarantee Offer UAE

Terms & Conditions –01/03/2026 - 01/03/2027

A. Offer description:

Philips Electronics Middle East and Africa B.V (Dubai Branch "Promoter") is offering you the chance to claim a refund of the full purchase amount if you have used your Philips Lumea BRI921/60,BRI940/00, BRI955/60, BRI958/60 ("Eligible Product") for at least sixty (60) days (as recommended) and are not completely satisfied with the performance of such ("Eligible Product")
The Offer is valid between 1st of March 2026 until the 1st of March 2027 ("Purchase Period").

B. Terms and Conditions:

To be eligible to claim a refund of the full purchase amount for the Eligible Product, individuals must:

1. Purchase an Eligible Product during the Purchase Period from any of Promoter's participating retailers in store or online.
The following are participating retailers/e-tailers:
Offline Retailers :Carrefour, Lulu, Sharaf DG, Emax, Boots Pharmacy, Bin Sina Pharmacy, Super Care Pharmacy, Al Ain Pharmacy and all other Chain Pharmacies
Online E-tailers :Amazon UAE, Noon, Mumzworld, Boots Pharmacy
2. The Eligible Product cannot be returned to the participating retailer/e-tailer where the customer purchased the Eligible Product. Eligible product(s) must be returned to the service centers outlined in Section C.1 below. Use the Eligible Product in the recommended manner continuously for a minimum of sixty (60) days.
3. If after sixty (60) days usage, the customer is not fully satisfied with the Eligible Product, he or she can submit a Satisfaction Money Back Guarantee Claim Form ("Form") customer has one month to return the eligible product to the service centers for refund
4. Keep the Eligible Product with the original purchase receipt of Eligible Product.
5. Not have submitted a dissatisfaction claim for a Philips Personal Care product from the same Product Category (Beauty) in the twelve (12) months prior to submitting the Form.
6. Not be an employee of Promoter (and their immediate families) or a participating retailer or agency. Immediate family means any of the following: spouse, child, parent, grandparent, uncle, aunt, niece, nephew, brother, sister, or first cousin.

C. How to avail the Offer:

1. To be eligible to avail the Offer, individuals must undertake the following steps:
   1.1 Visit any of the following service centers:
      1.1.1 "Al Ghandi Electronics" at Ras Al Khor Complex, Ras Al Khor, Oman Hatta Road, Dubai, United Arab Emirates; or
      1.1.2 "Gulf Electronics" Service Center at Mussafah, Behind Caterpillar, Abu Dhabi, United Arab Emirates;
   1.2. Fill out and complete the Form at any of the above Centers inputting the appropriate details
   1.3 Return the Eligible Product, attachments, power adaptor along with the original purchase receipt of the Eligible Product to either of the Centers.
   1.4 Product cannot be mailed or couriered to the Center. The eligible Product must be delivered in person.
2. If Forms are accepted, refunds will be processed and issued by either of the Centers and cash refund, for the amount outlined on the eligible receipt including all associated taxes, to be provided.
3. Individuals must ensure that all personal details provided in the Form are correct. Incomplete, indecipherable or illegible Forms will be deemed invalid.
4. Only two (2) Forms permitted per household.

D Promoter's Rights:

1. The Promoter reserves the right, at any time, to verify the validity of any claims (including an individual's identity, age and place of residence) and reserves the right, in its sole discretion, to disqualify any individual whom the Promoter has reason to believe has:
   - breached any of these Terms and Conditions;
   - tampered with the claim process; or
   - Engaged in any unlawful or other improper misconduct that jeopardized fair and proper conduct of the Offer.
2. The Promoter reserves its legal rights to recover damages or other compensation from such an offender

Product received in working condition and along with all the accessories

Workshop In charge Signature : _____ Date: _____