



Satisfaction Money Back Guarantee Claim Form

To claim please return, in person, the product to MFB Service Center – Mohammed Fakhroo & Bros Service Center- Plot No: 28 – Road No: 3501 – Block – No: 635 – Mameer, – Bahrain

Call Center : 17700424

Email : service@fakhroo.com

Important

The address above is for this offer only. If your product is faulty or you have a query regarding your claim please contact Philips care team at below mentioned numbers for any further information.

Philips Consumer Care Number 800 049 77

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 am hereby confirmed that I received my product invoice amount against Philips Money Back Guarantee Claim & Have NO grievance further to make.

Customer Signature : _____ Date: _____

Philips Lumea 100 Day Challenge (Money Back Guarantee Offer) Bahrain

Terms & Conditions – 1/4/2022 – 31/5/2022

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 SC1995/60, SC1997/60, BRI953/60, BRI954/60, BRI863/60, BRI921/60, BRI923/60, BRI924/60, BRI947/60, BRI955/60, BRI956/60, BRI950/60, BRI958/60 (“Eligible Product”) for at least one hundred (100) days (as recommended) and are not completely satisfied with the performance of such Eligible Product (“Offer”).

The Offer is valid between 1st of April 2022 until the 31st May 2022 (“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: Lulu, Sharaf DG, Carrefour, eXtra, Home Electronics, Al Salam Electronics, Ansar Gallery, Ashrafs, Mohammed Fakhroo & Bros Showroom

Online E-tailers: Homiez.me, Wafiapps, Hala BH

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 one hundred (100) days.

3. If after one hundred (100) 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 center for refund. Deadline for return is 130 days from invoice date (which must be within the purchase period defined above in Section A)

4. Keep the Eligible Product with the original purchase receipt of Eligible Product.

5. The customer must 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. The customer must 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 the following service center:

MFB Service Center – Mohammed Fakhroo & Bros Service Center- Plot No: 28 – Road No: 3501 – Block – No: 635 – Mameer, – Bahrain – Contact No: 17700424

1.2 Fill out and complete the Form at the above Center inputting the appropriate details

1.3 Return the Eligible Product, attachments, power adaptor along with the original purchase receipt of the Eligible Product to mentioned Service Center.

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 the Service Center 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.

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

MFB Staff Signature : _____ Date: _____