

Philips Lumea 60 Day Challenge (Money Back Guarantee Offer) – EGYPT

Terms & Conditions

22/06/2023 – 21/07/2023

A. Offer description:

Philips Electronics Middle East and Africa B.V (Egypt Branch) “Promoter” is offering you the chance to claim a refund of the full purchase amount if you have used your Philips Lumea BRI921/00 (“Eligible Product”) for at least Sixty (60) days (as recommended) and are not completely satisfied with the performance of such Eligible Product (“Offer”).

The Offer is valid between 22nd of June 2023 until 21st of July 2023 (“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 the Promoter’s participating retailers in store or online, inside Cairo only.
2. Proof of non-satisfaction of the purchased eligible product – by filling in a Philips form stating the reasons of the non-satisfaction for the case to be reviewed and approved/non-approved for eligibility of the return & full-refund.

The following are participating retailers/e-tailers:

Offline Retailers in Cairo: Carrefour and Samir William

3. 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.
4. Use the Eligible Product in the recommended manner continuously for a minimum of Sixty (60) days.
5. 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.
6. Keep the Eligible Product with the original purchase receipt of Eligible Product.
7. Customer to 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.
8. Customer to 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 in Cairo, Egypt:
United Company for Distribution & Trading, Egypt.

Address: 3 Hassan Sadek Borg El Orouba, Merghany Street, Heliopolis, Cairo.

Contact numbers:

By Phone: 01026366885

By WhatsApp: 01200008523

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 Extra.

1.4 Product cannot be mailed or couriered to the branch. The eligible Product must be delivered in person.

2. If Forms are accepted, refunds will be processed and issued by the Center and cash will be refunded, 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