



## Satisfaction Money Back Guarantee Claim Form

To claim please return, in person, the product to one of the Xcite Super Stores

Salmiya Superstore, Jahra Superstore, Farwaniya Superstore , Al Rai Superstore, Fahaheel Superstore , Al-Qurain Superstore , Jaleeb Superstore , Avenues Superstore , Baitak Superstore, Sahari Mall Superstore, Liwan Superstore, Cube Superstore , Hawally Superstore, Makhyal Superstore , New Fahaheel Superstore

For Specific stores address and operation times, contact:  
Call Center : 180-3535  
Email : [info@xcite.com](mailto:info@xcite.com) - <https://www.xcite.com/showrooms/>

### 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 180-3535

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 60 Days Money Back Guarantee Offer Kuwait

Terms & Conditions - 1/3/2024-31/12/2024

### 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, BRI923/60, BRI958/60 ("Eligible Product") for at least sixty days (60) days (as recommended) and are not completely satisfied with the performance of such Eligible Product ("Offer").

The Offer is valid between 1st of March 2024 until the 31 December 2024 ("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:** X-cite by Alghanim Electronics  
**Online E-tailers:** X-cite by Alghanim Electronics
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 stores 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 21 days to return the eligible product to the stores 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.

### 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 Super Stores:

Salmiya Superstore, Jahra Superstore, Farwaniya Superstore , Al Rai Superstore, Fahaheel Superstore , Al-Qurain Superstore , Jaleeb Superstore , Avenues Superstore , Baitak Superstore, Sahari Mall Superstore, Liwan Superstore, Cube Superstore , Hawally Superstore, Makhyal Superstore , New Fahaheel Superstore

For Specific stores address and operation times, contact: Call Center : 180-3535

Email : [info@xcite.com](mailto:info@xcite.com) - <https://www.xcite.com/showrooms/>

- 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

Xcite Staff Signature : \_\_\_\_\_ Date: \_\_\_\_\_