

30-day Money Back Guarantee Form

From 1 April to 31 December 2022
This program is applicable NATIONWIDE

Thank you for purchasing Philips product. This form is subject to the terms and conditions governing Philips 30-day Money Back Guarantee Offer for Year 2022.

Please read the terms and conditions before completing and submitting this form.

Subject to the terms and conditions of the Refund Promotion, please complete this form for us to process your request.

Customer Name : _____

Address : _____

Return Date : _____

Purchase Date : _____

Model No. : _____

Batch Code : _____

Email Address : _____

Contact No. : _____

Reason for returning : _____

What do you like best about the product : _____

What do you like least about the product : _____

30-day money back

Return the product (in its original packaging) with the official Claim Form and the original purchase receipt within 30 days of purchase to Philips Consumer Care.

Recipient Name : _____

Bank : _____

Account No. : _____

Account Type : _____

Refund Amount : _____

I hereby authorise Philips to collect my personal information provided herein (“PI”) in order to conduct the Refund Promotion and may for this purpose, disclose PI to third parties, including but not limited to agents, contractors and service providers.

I further consent to my PI submitted herein, being entered into a database of Philips and for this information to be used for promotional, marketing, publicity, research and profiling purposes, including sending electronic messages or telephoning the claimant. (Please (✓) in the box)

I have collected the refund amounting to : _____

Signature : _____

Retailer information (to be filled by retailer)

Staff Name : _____

Retailer Name : _____

Retailer Address : _____

Product checked and verified by : (Signature) _____

Retailer's stamp :

TERMS AND CONDITIONS FOR PHILIPS MALAYSIA 30-DAY MONEY BACK GUARANTEE PROGRAM

Promoter

1. The promoter is Philips Malaysia Sdn Bhd (company registration No: 196001000018) Level 9, Menara Axis, No. 2, Jalan 51A/223, 46100 Petaling Jaya, Selangor Darul Ehsan, Malaysia (“**Promoter**”).

Terms and Conditions

2. These Terms and Conditions, together with the Philips Privacy Policy which is incorporated by reference into these Terms and Conditions (available at <https://www.philips.com.my/a-w/privacy-notice.html>), and the Money Back Guarantee Claim Form (“**Claim Form**”) contain the entire understanding and agreement between the Promoter and the Claimant (as defined in Clause 5) in relation to Philips Malaysia 30-day Money Back Guarantee (“**Promotion**”). Entry into the Promotion is deemed to be an acceptance of these Terms and Conditions. A claim for refund in relation to the Promotion is not valid in conjunction with any other offer (to the extent permitted by law).

3. To be eligible to claim a refund under the Promotion, individuals must have purchased an eligible Philips brand product listed in Clause 7 below (“**Eligible Products**”) from a participating authorized Malaysia retailer store or online store between 9.00am on 1 April 2022 to 06.00pm on 31 December 2022 (“**Purchase Period**”). For the removal of doubt, internet sales via auction sites like eBay, unauthorized vendor or similar are excluded from this offer. Trade seconds products are excluded.

4. The Promotion is valid for 30 days from the date of purchase as specified on the purchase receipt. All Claim Forms in respect of purchase made during the Purchase Period must be received by Philips no later than 06.00pm on 31 January 2023. For example, if the purchase date is 15 May, then the dateline for the claim is 14 June 2022. Any claims made after the 1-month purchase period will be forfeited and not eligible for this Money Back Guarantee program.

Who can participate

5. The Promotion is only opened to individuals who are Malaysia residents of 18 years old and above (“**Claimant**”) who registered their products on Philips.com.my

<https://www.philips.com.my/c-w/promotions/money-back-guarantee.html>, opt in for their communication preference and submit a valid claim in accordance with these Terms and Conditions (“**Claim**”). Corporations, companies, body corporate bodies, groups, organizations and any other corporate bodies and non-corporate bodies are not eligible to participate.

6. Employees and immediate families of the Promoter and of Promoter’s retail partners and agencies associated with this Promotion are ineligible to participate in the Promotion. Immediate families mean any of the following: spouse, de-facto spouse, child, step-child (whether natural or by adoption), parent, stepparent, grandparent, step-grandparent, uncle, aunt, niece, nephew, brother, sister, step-brother, stepsister or 1st cousin.

Eligible Products

7. The Promotion is only valid for purchases of the following Eligible Products:

- SpeedPro Aqua 5000 Series Cordless Vacuum (FC6728)
- SpeedPro Aqua Plus 8000 Series Cordless Vacuum (XC8349)

Claiming Process

8. To be eligible to claim for a refund under the Promotion, Claimants must undertake the following steps:

- Try the Eligible Products for at least 7 days from the date of purchase, but no more than 30 days;
- If the Claimant is not completely satisfied with the performance of the Eligible Product, the Claimant must:
 - Download the Claim Form from www.philips.com.my/promotions;
 - Complete the Claim Form; and
 - Return the Eligible Product (in its original packaging) along with the fully completed Claim Form and the original purchase receipt made during the Purchase Period to Philips at: R Logic Customer Care Services Sdn Bhd (Philips Service Centre) Address: Lot 2C, Jalan Kilang 51/206, Seksyen 51, 46050 Petaling Jaya, Selangor, Malaysia on 31 January 2023.
- Incomplete, indecipherable or illegible claims will be deemed invalid and Philips reserves the right to reject such Claim. Claimant will bear all costs associated with the return of the Eligible Product to Philips. For clarity, the Eligible Product shall not be mailed or posted to the Philips Consumer Care at the address specified above.

9. Claimants must have registered their product(s) on Philips.com.my <https://www.philips.com.my/> opt in their communication preference, retain their original purchase receipt and the Eligible Product packaging as proof of purchase and for the purposes of submitting a Claim. Failure to produce the original proof of purchase when requested may, in the absolute discretion of the Promoter, result in invalidation of a Claimant’s Claim and forfeiture of any right to a refund under the Promotion. The purchase receipt must clearly specify the retailer of purchase and that the purchase was made during the Purchase Period but prior to submitting a Claim.

10. The Promoter reserves the right, at any time, to verify the validity of Claims and Claimants (including a Claimant’s identity, age and place of residence) and reserves the right, in its sole discretion, to disqualify any Claimant who 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 calculated to jeopardize fair and proper conduct of the offer. Errors and omissions may be accepted at the Promoter’s discretion. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights. The Promoter’s legal rights to recover damages or other compensation from such an offender are reserved.

Refund Process

11. Refunds will only be given once the Promoter receives: (a) the Eligible Product (in its original packaging); (b) the original purchase receipt; and (c) the completed Claim Form; and (d) validation of product registration and opt in to communication preference from Philips. Refunds will be given to Claimant via bank transfer upon Promoter’s satisfaction that the Eligible Product complies with the requirements specified in this clause.

12. Customers are to include banking details in the Money Back Guarantee Form.

13. The refund amount will be based on value pair for Eligible product(s) and cannot be transferred, exchanged for any other product, or claimed at point of purchase. The refund amount will also be deductible from the value of any promotion vouchers, stated retail value of gift-with-purchase that consumer enjoyed at the point of purchase.

14. In the event a Claimant claims the refund in accordance with clause 11 above and if such Claimant had traded-in a product to enjoy any trade-in promotion (such as free shopping vouchers and/or gift-with-purchase from the Promoter) during purchase of Eligible Product, notwithstanding clause 12 above, for hygiene purposes, the traded-in product will not be returned.

Changes to Offer

15. If this Claim is not interfered with in any or is not capable of being conducted as reasonably anticipated due to any reason beyond the reasonable control of the Promoter, including but not limited to the technical difficulties, unauthorized intervention or fraud, the Promoter reserves the right, in its sole discretion, to the fullest extent permitted by law: (a) to disqualify any Claimant; or (b) to modify, suspend, terminate or cancel the Promotion, as appropriate.

Liability

16. Except for any liability that cannot be excluded by law, the Promoter and the Claimant excludes all liability for indirect, special or consequential, loss or damages (including loss of opportunity, loss of profits, loss of reputation, loss of data), arising in any way out of the Promotion, including, but not limited to, where arising out of the following: (a) any technical difficulties or equivalent malfunction (whether or not under the Promoter's control); (b) any theft, unauthorized access or third party interference; (c) Claim at is late, lost, altered, damaged or misdirected (whether or not after their receipt by the Promoter) due to any reason beyond the reasonable control of the Promoter; and (d) any tax liability incurred by a Claimant.
17. To the extent permitted by law, the Promoter is not responsible for any problems or technical malfunction of any telephone network or lines, computer online systems, servers or providers, computer equipment, software, failure of any email or Claim Form to be received by the Promoter on account of technical problems or traffic congestion on the internet or at any Website, or any combination thereof, including any injury or damage to the Claimant's or any other person's compute related to or resulting from participation or downloading any materials in connection with this Promotion.
18. Any costs incurred by the Claimant associated with claiming the Promotion, including accessing the Philips' website, telephone enquiries in relation to the Promotion, and mailing the Claim Form are the sole responsibility of the Claimant.
19. The Promotion shall be governed by, and these Terms and Conditions shall be construed in accordance with the laws of Malaysia.

Privacy

20. The Promoter's collection, use and disclosure of personal information ("PI") is subject to Philips' Privacy Policy (available at <https://www.philips.com.MY/a-w/privacy-notice.html>) and is incorporated into these Terms and Conditions. The Promoter collects PI in order to conduct the Promotion, and may for this purpose, disclose PI to third parties, including but not limited to agents, contractors and service providers and to any Government authorities and agencies. Receipts of the money for the Promotion is conditional on Claimants providing PI and without this PI, Promoter cannot process the Claim. If the Claimant opts-in by ticking the opt -in box at the time of submitting a Claim Form, Claimants consent to the information they submit with their Claim Form being entered into a database of Koninklijke Philips N.V and/or its affiliate companies and this information may be used in any media, for future promotional, marketing, publicity, research, and profiling purposes including sending electronic messages or telephoning the Claimant, without any further reference or payment or other compensation to the Claimant. All PI of the Claimant will be stored by Koninklijke Philips N.V. and/or its affiliate companies and is subject to Philips Privacy Policy. A request to access, update or correct any information or to opt out of receiving any communications can be made through the Philips Privacy website. Each Claim Form becomes the property of the Promoter. Unless otherwise indicated by the Promoter, the Promoter may disclose PI overseas. By participating in this Promotion, Claimant consents to the transfer of his/her PI overseas.

Contact Us

Should you need any further assistance, please call Philips Consumer Care Line (1800 – 880 – 180)

Operating Hours:

Mondays to Fridays: 9am – 6pm
Saturdays: 9am – 1pm
Closed on Sundays & Public Holidays.

How to claim your money back?

1. Register your new product

Sign up as a My Philips member and register your new product purchased from a local authorized retailer.

2. Try the product

Try the product for a minimum of 7 days to a maximum of 30 days.

3. 100% satisfaction guaranteed

To claim a refund, you must complete the money back guarantee Claim Form below.

Include in the form:

Recipient Name:

Bank:

Account Type:

Account Number:

Refund Amount:

4. Or 30-day money back

Return the product (in its original packaging) with the official Claim Form and the original purchase receipt within 30 days of purchase to Philips Consumer Care.

ALL Philips Authorized service centers available at every state.

1. Advance Electric Service Center (002199696)

11A, Jalan 1, Taman Sri Kluang, 86000 Kluang, Johor
Mr.Wang Wei Han - 012-735 5880

2. Audio Vision Sales And Service (AS011191-W)

47, Lorong Lumba Kuda, Air Itam, 11400, Penang
Mr Soong Fan Chou - 04-829 6134

3. City Electronic & Electrical Services Centre (4024/01)

TB 440, Block K, Lot 5, Ground Floor, Jalan Chin Fook, Bandar Sabindo, P.O.BOX 60373, 91013 Tawau, Sabah
Fu Pun Sang - 089-763 449

4. DS Electronic Sales & Service (000923551-T)

B-2240 B-2242, Jalan Dato Lim Hoe Lek, 25200 Kuantan, Pahang Darul Makmur
Mr Dang Chong Lee - 019-931 1566 / 09-513 9871 / 09-5315590

5. Dunia TV. Radio Service (000288348W)

2765-C, Jalan Sultanah Zainab, 15050 Kota Bharu, Kelantan
Mr Lim Meng Ann - 019-911 2277 / 09-748 3271 / 017-927 2901 (Era)

6. E-MAG Service (AS0125522-P)

115-G-5, Jalan Kedah, 10050 Pulau Penang
Mr Jet Lee Seng Hock - 04-228 1316

7. GCH Enterprise (51391)

Ground Floor, Lot 2751, Block 10, Kuching Central Land District, Jalan Tun Ahmad Zaidi Adruce, 93250 Kuching, Sarawak
Mr Andrew Law - 013-818 0909 / 082-259 292

8. HQ Electronic Service Centre (JM0259757W)

29, Jalan Rosmerah 2/12, Taman Johor Jaya, 81100 Johor Bahru, Johor
Mr Lee Quek Hion - 019-779 7749 / 07-358 2725

9. K & K Laser Electronic Service Centre (MA0023204-X)

65, Jalan Kota Laksamana 1/2, Taman Sri Laksamana, Seksyen 1, 75250, Melaka
Mr Kong Leng Kok - 012-680 2126 / 06-286 2703

- 10. Kian Nam Electrical Company (223/86)**
Lot 337 Beautiful Jade Centre, Miri, 98000 Sarawak
Mr Yong Chee Lim - 013-838 8393 / 085-413 636
- 11. Kong Electronic & Electric Service Centre**
327, Persiaran Gunung Rapat 6, Gunung Rapat Ipoh, 31350,
Perak, Malaysia
Mr.Ng Sun Kong - 012-518 8458
- 12. KUDATECH COMPUTER SDN BHD**
No. 52 1st Floor Jalan Keranji, 96000 Sibu, Sarawak,
Malaysia
Christopher - 013-810 8900 / 019-858 5338
- 13. Oriental Video & TV Service**
103, Jalan Petani, 20000 Kuala Terengganu, Terengganu
Goh Kim Choon - 012-961 3737 / 09-622 0407
- 14. PTA Sales & Services Sdn. Bhd. (1262437-X)**
Lot 709 Kompleks Permint, 22200 Kg. Raja, Besut,
Terengganu
012-771 8843
- 15. Ritak Electronic Service Centre (000934763-W)**
80, Bukit Lemon, Jalan Tuanku Munawir, 70000, Seremban,
Negeri Sembilan
Mr Gan Chee Wee - 012-628 1748 / 06-761 1271/06-7675846
- 16. Sega Electronic (AS0183696-H)**
26-28, Persiaran Putra, Pusat Dangan Kelana Mas,
07000 Langkawi, Kedah
Ms Lim - 012-408 3988 / 04-966 5193
- 17. Seng Electronic Service Centre (AS0165255-V)**
A142 G.F, Jalan Kebarung 1, Taman Bandar Baru Mergong,
05150 Alor Star, Kedah
Mr Chan Yeow Cheang - 04-731 0337
- 18. Smart T Electronic Sales & Service (CA0237984-V)**
64 , JALAN BUKIT UBI , 25200 KUANTAN , PAHANG
Mr.Tan Loke Huei - 012-961 3636
- 19. SUPER GOOD ELECTRONICS**
LOT 12428, KM 2.5 JALAN TUN MUSTAPHA. BATU ARANG
87008 W P LABUAN
Meinudeen - 018-962 6596 / 012-821 4198
- 20. Te Chong Electronic Services (MA0044068-W)**
19 & 20, Jalan Bakri Mulia1, Taman Bakri Mulia, 84200 Muar,
Johor
Mr.Toh Tech Chong - 012-9176 086
- 21. Triple D Electronic Sales and Service (PPG/2016/11969)**
Lot B7-0, Block B, Ground Floor, Country Height Plaza, Jalan
Bantayan, 88450 Kota Kinabalu, Sabah
Mr Fafian Charles Onick - 013-858 1306
- 22. TSS Sales & Service (PG0116714-W)**
Ms Chen 012-488 2671 / 04-399 2671
- 23. Venus Electronic & Electrical Service (226/97)**
No.64 Ground Floor, Medan Jaya Commercial Centre
97000 Bintulu. Sarawak
Mr Allen Li Jun Hin - 019-884 4885 / 086-314 885
019-884 4885
- 24. Yoong Electronic Service (RT 560359)**
5, Jalan Soga, Batu Pahat, Johor
Ms.Lim - 018-213 4615 / 012-789 9622 (Mr.Yoong)
- 25. R Logic Customer Care Services Sdn Bhd (Philips Service Centre)**
Lot 2C, Jalan Kilang 51/206, Seksyen 51, 46050 Petaling
Jaya, Selangor
1-800-88-0180