

## Philips Cash Back 2019 FAQs

Q: How do I make my claim?

A: To claim online please follow the below steps.

- Visit the Philips Promotions website at [www.philips.co.nz/promotions](http://www.philips.co.nz/promotions)
- On top of the page accept the Cookie Notice. You can change your preferences.
- Click on the applicable tile for the product you have purchased.
- Click on the orange box “How to claim your cashback”.
- Create a Philips Account or log in to a previously made account. If a new account is created you will need to verify via an email link to activate your account.
- Click on the product you have purchased by looking for the model number that matches your receipt/product information.
- When the page stating “Register your product” appears, scroll down and complete all fields on the form.
- When uploading your receipt ensure you upload a full copy of your payment receipt (as a PDF or image file) showing the below details:
  1. Store name
  2. Store location
  3. Receipt number
  4. Date of purchase
  5. Model/item purchased
  6. Amount paid

Q: Where do I go to claim my cashback?

A: [www.philips.co.nz/promotions](http://www.philips.co.nz/promotions) and select the appropriate promotion box based on the product you have purchased.

Q: I can't upload my receipt.

A: Ensure your file containing your receipt is under 4MB in size. If you do not have a soft copy of your receipt or access to a scanner, you can also take a picture of your receipt with your phone or contact the store of purchase to request a soft copy of your receipt.

Q: Has my claim been received?

A: Registering your product through the promotion page will complete your cash back claim. You will receive an email confirming that your cash back claim was received for validation. Once your claim has been passed onto our cash back promotions team you will receive email updates as your claim progresses.

Q: I can't seem to create an account.

A: Please ensure that the cookie notice is accepted on top of the page.

Q: I am having issues validating my Philips Account.

A: Please validate your account by clicking the link in the email sent by Philips. If you do not receive an email, make sure to check the spam folder.

Q: I have not received an email to confirm my registration.

A: Please make sure to check the spam folder.

Q: How do I claim if I do not have a computer?

A: The Claim process must be completed online and is fully mobile optimized so you can make your claim using your phone. Other options are asking a family member or friend to assist with your claim process, alternatively we recommend you visit a public library or Service NSW (appropriate to state of residence) as they do have public computers available. The store where you purchased the item may also be able to assist with lodging your claim. Due to privacy laws our cashback team is unable to lodge your claim on your behalf.

Q: I have registered my product but cannot seem to find how to claim my cash back.

A: Please make sure you use the cash back claim link only via [www.philips.co.nz/promotions](http://www.philips.co.nz/promotions)

Q: How is the cash back paid?

A: Cash back is paid through EFT directly to your bank account.

Q: What is a fully paid purchase receipt or tax Invoice?

A: This is a receipt provided by the store you purchased your product from which contains the below information:

1. Store name
2. Store location
3. Receipt number
4. Date of purchase
5. Model/item purchased
6. Amount paid

Q: Why can't you lodge my claim for me?

A: Due to privacy and security laws we are unable to lodge your claim on your behalf.

Q: I do not have a soft copy of my receipt. How can I upload a receipt in this case?

A: You can take a picture of your receipt and go through the cash back process on your phone. You can also contact the store you purchased your item from and they should be able to provide you with a copy of your receipt via email.