



Satisfaction Money Back Guarantee Claim Form

To claim, please return, in person, the Eligible Product to the workshop below DOZN Kingdom of Saudi Arabia (Please see address details on page 2)

Workshop working days:
9:00 am – 6:00 pm Saturday – Thursday

Important
The address above is for this offer only. If your product is faulty or you have a query regarding your claim. Please contact our store locations as mentioned above. You can also connect with Philips care team at below mentioned numbers for any further information.

Philips Consumer Care Number 800 744 5477
Operational timing Philips Consumer Care:
Saturday – Thursday from 09:00 am – 07:00 pm
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 hereby confirm that I have received the Product's invoice value against Philips Money Back Guarantee Claim and have NO further grievance to make. Product delivered/received in working conditions and along with all the accessories.

Customer Signature : _____ Date: _____

Philips Lumea 60 Days Money Back Guarantee Offer KSA Terms & Conditions –01/03/2026 - 01/03/2027

A. Offer description:

Philips Personal Health LLC "Promoter") is offering you the chance to claim a refund of the full purchase amount if you have used your Philips Lumea BRI930/02, BRI932/02, BRI937/02, BRI938/02, BRI984/02 ("Eligible Product") for at least sixty (60) days (as recommended) and are not completely satisfied with the performance of such ("Eligible Product")
The Offer is valid between 1st of March 2026 until the 1st of March 2027 ("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 :eXtra, Saco, Lulu, Al Nahdi & other pharmacy
Online E-tailers :Noon KSA, Amazon KSA, eXtra, Saco
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 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 one month to return the eligible product to the service centers 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.
6. 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 any of the following service centers:
 - 1.1.1 DOZN Kingdom of Saudi Arabia (Please see address details on page 2)
 - 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 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

Workshop In charge Signature : _____ Date: _____

Workshop Branch	Workshop Address	Landline No.	Mobile No.	WhatsApp	Email Address
DOZN – Riyadh	Saeed Ibn Zaid Road, Cordoba, Riyadh 13244, KSA	8001207669	966536143696	966552271855	naldin@modern-electronics.com
DOZN – Jeddah	Ibn Zaydoun, St Al Rawdah Dist. Jeddah 23434, KSA	8001207669	966536143696	966552271855	naldin@modern-electronics.com
DOZN – Dammam	8285 King Fahd Bin Abdulaziz Road, North Rakah, 2350, Dammam 34225, KSA	8001207669	966536143696	966552271855	naldin@modern-electronics.com
DOZN – Qassim	6522 Al Taghira, 3350, An Naziyah, Burraydah 52366, KSA	8001207669	966502436611	966552271855	naldin@modern-electronics.com
DOZN – Khamis Mushait	Near Dr. Ghassan Pharaon Hospital, King Fahd Road, Khamis Mushayt 62432, KSA	8001207669	966536143696	966552271855	naldin@modern-electronics.com
DOZN – Makkah	24255, Al Nuzha, Dar Al Hadith Street, Behind Al Hijaz Mall, KSA	8001207669	966536143696	966552271855	naldin@modern-electronics.com
DOZN – Hassa	8285 King Fahd Bin Abdulaziz Road, Al Rakah Ash Shamaliyah, 2350, Dammam 34225, KSA	8001207669	966502436611	966552271855	naldin@modern-electronics.com
DOZN – Tabuk	King Abdullah Street, Al Muruj, Tabuk 47312, KSA	8001207669	966536143696	966552271855	naldin@modern-electronics.com

Please visit any of the following centres near you.

Workshops are open every Saturday to Thursday, from 9:00 to 18:00 working hours.