

**Philips Lumea IPL 60 Days Money Back Guarantee Offer KSA**  
**Terms & Conditions – Valid from 1<sup>st</sup> of January 2025 until 31<sup>st</sup> of December 2025**

**A. Offer description:**

Philips Export B.V. (Dubai Branch) through its authorized distributor Tamer Arabia Trading Company LLC in Saudi Arabia “Promoter” is offering you the chance to claim a refund of the full purchase amount if you have purchased your Philips Lumea IPL BRI930/02, BRI932/02, BRI937/02, BRI938/02, BRI984/02 in Saudi Arabia “Eligible Product” and used it for at least sixty (60) days (as recommended) and are not completely satisfied with the performance of such Eligible Product. The offer is valid from 1<sup>st</sup> of January 2025 until the 31<sup>st</sup> of December 2025.

**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 in Saudi Arabia.  
**Offline Retailers:** eXtra, Saco, Lulu, Nahdi, Dawaa and other pharmacies in Saudi Arabia  
**Online E-tailers:** Authorized sellers in Noon and Amazon, eXtra Online, Saco Online and other authorized online retailers
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 centres outlined in Section C.1 below.
3. Use the Eligible Product in the recommended manner continuously for a minimum of sixty (60) days.
4. 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 centres for refund after 60 days of usage.
5. Keep the Eligible Product with the original purchase receipt of Eligible Product.
6. 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.
7. 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.
8. Product must be received in working condition and along with all the accessories

**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 centres:
    - 1.1.1.1 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 Centres 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 Centres.
  - 1.4 Product cannot be mailed or couriered to the Centre. The eligible Product must be delivered in person.
2. If Forms are accepted, refunds will be processed and issued by either of the Centres and cash refund, for the amount outlined on the eligible receipt including all associated taxes, to be provided.
3. Original purchase proof must need to be submitted to DOZN service centre to get avail refund, in absence of the original invoice NO refund will be issued.
4. Individuals must ensure that all personal details provided in the Form are correct. Incomplete, indecipherable or illegible Forms will be deemed invalid.
5. 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.

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2. The Promoter reserves its legal rights to recover damages or other compensation from such an offender.

**Please visit any of the following centres near you.**

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

No.	Service Center Name/Loc	Service Center Address	Landline Number
1	DOZN MAIN CENTER - Riyadh	Said Ibn Zayd street (Khalid Ibn Al Walid), Qurtubah Square Complex – near from Saudi post (SPL)	8001207669
2	DOZNBRANCH CENTER - Buridah	Buraydah, Prince Sultan Road, in front of the AlOaid Mosque	8001207669
3	DOZN BRANCH CENTER - Dammam	Khaleej Rd, Ash Shati Ash Sharqi, Dammam	8001207669
4	DOZN BRANCH CENTER - Al Ahsaa	Al Hassa Al Mubarraz Al-Madinah Al-Monawarah Street opposite of Dharan Street	8001207669
5	DOZN MAIN CENTER - Jeddah	Near H-Bridge Madinah Road behind Egyptian Consulate Al-Rawdah	8001207669
6	DOZN BRANCH CENTER - Makkah	AlNuzha, Dar AlHadith street	8001207669
7	DOZN BRANCH CENTER - Madinah	AlRanwae - Prince Sultan Ibn AbdulAziz	8001207669
8	DOZN BRANCH CENTER - Tab	King Abdullah Street, Al Muruj	8001207669
9	DOZN BRANCH CENTER - Khamis Moushait	King Fahd Rd, Al Mossa, Khamis Mushait	8001207669