

**PHILIPS**

**sonicare**

# Philips Sonicare 90 day money back guarantee

**90** day trial

money back guarantee

For details visit [www.philips.com.au/promotions](http://www.philips.com.au/promotions)

The Promotion commences at 9.00am AEST 1 June 2018 and ends at 11.59pm AEDT on 31 December 2019 (Promotional Period).

If you have taken the Philips Sonicare 90 day money back guarantee and are not completely satisfied with the performance of your Philips Sonicare product, to receive a full refund simply complete and return this form along with your product and original purchase receipt (keep a copy) to Net Response:

**Philips Sonicare 90 Day Money Back Guarantee, PO Box 6422 Norwest NSW 2153.**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

DayTime Telephone: \_\_\_\_\_

Model Number: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Store Name: \_\_\_\_\_

Store Suburb: \_\_\_\_\_

Purchase Price: \$ \_\_\_\_\_ Return Authorisation No: \_\_\_\_\_

Please select your method of remittance: Cheque  Electronic Funds Transfer

BSB: \_\_\_\_\_ Account Number: \_\_\_\_\_

Why are you returning this product? \_\_\_\_\_

Have you owned this type of Oral Healthcare product prior to purchasing this product? Yes  No

Which brand of toothbrush have you used prior to purchasing this product (Manual or Electric)? \_\_\_\_\_

I would like to receive promotional communications – based on my preferences and behaviour – about Philips products, services, events and promotions. I can easily unsubscribe at any time! I have read and understand the privacy clause 18 below.

***What does this mean?***

As a result of your consent, Philips group of companies may contact you with promotional communications via email, SMS and other digital channels, such as mobile apps and social media. To be able to tailor the communications to your preferences and behaviour and provide you with the best personalised experience, we may analyse and combine your personal data. This data may include:

*Data you give us:* Data that you want to actively share with us such as: your name, date of birth or age, email address, physical address, country, gender, phone number, social media profile.

*Data we get from your interactions with Philips:* Data about your interactions and usage of the Philips digital channels, such as social media, websites, emails, apps and connected products.

This data may include: IP address, cookies, device information, communications you click on, location details, and websites you visit. Philips will give you the opportunity to withdraw your consent at any time. For more information, please read the Philips Privacy notice ([www.philips.com.au/privacypolicy](http://www.philips.com.au/privacypolicy)) and the Philips Cookie notice ([www.philips.com/a-w/cookie-notice.html](http://www.philips.com/a-w/cookie-notice.html)).

**HOW TO CLAIM YOUR MONEY BACK:**

**STEP 1:** Please call 02 9912 4490 (During business hours) at least 30 days after but within 90 days from the date of purchase (inclusive of 90th day) to obtain a **RETURN AUTHORISATION NUMBER**.

**STEP 2:** Complete details on this form (also available on [www.philips.com.au/promotions](http://www.philips.com.au/promotions)), including why you are returning the product and the Return Authorisation Number.

**STEP 3:** To claim your money back you must send back the following items:

- A completed claim form (with a Return Authorisation Number)
- Your purchase receipt (please keep a copy of the original)
- Philips product (in its original packaging)

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## TERMS AND CONDITIONS FOR AUSTRALIA PHILIPS SONICARE 90 DAY MONEY BACK GUARANTEE

### Terms and Conditions

1. 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.au/a-w/privacy-notice.html>), and the Claim form ("Claim Form") contain the entire understanding and agreement between the Promoter and the Claimant in relation to the Philips Sonicare 90 Day Money Back Guarantee ("Promotion"). Entry into the Promotion is deemed to be an acceptance of these Terms and Conditions. Claim not valid in conjunction with any other offer (to the extent permitted by law).

### Promotional Period

2. To be eligible to claim a refund, individuals must have purchased an eligible Philips Brand product listed below ("Eligible Products") from an Australian retailer store, online store or dental practice between 9.00am AEST 1 June 2018 and 11.59pm AEDT on 31 December 2019 ("Purchase Period"). All Claim Forms must be received by 11.59pm AEST 15 April 2020. For the removal of doubt, internet sales via auction sites like eBay or similar are excluded from this offer. Trade seconds products are excluded.
3. The Philips Sonicare 90 Day Money Back Guarantee is valid for 90 days from the date of purchase as specified on the purchase receipt.

### Who Can Participate

4. Promotion is only open to individuals who are Australian residents 18 years and above ("Claimant") who submit a valid claim in accordance with these Terms and Conditions ("Claim"). Corporations, companies, body corporate bodies, groups, organisations and any other corporate bodies and non-corporate bodies are not eligible to participate.
5. Employees and the 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 family means 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

6. The Philips Sonicare 90 Day Money Back Guarantee is only valid for purchases of the following Eligible Products:
  - a) 1x Philips Sonicare AirFloss Ultra (HX8331/01, HX8331/02, HX8431/03, HX8462/01)
  - b) 1x Philips Sonicare AirFloss (HX8211/06, HX8221/02, HX8254/70)
  - c) 1x Philips Sonicare Elite+ (HX3215/03, HX3215/42, HX3215/54, HX3225/35)
  - d) 1x Philips Sonicare Series 3 Gum Health (HX6631/01)
  - e) 1x Philips Sonicare Series 2 Plaque Defence (HX6231/01, HX6232/20, HX6232/43)
  - f) 1x Philips Sonicare Easy Clean (HX6512/02)
  - g) 1x Philips Sonicare HealthyWhite (HX6711/02, HX6721/35, HX6782/34)
  - h) 1x Philips Sonicare for Kids (HX6321/03, HX6311/07)
  - i) 1x Philips Sonicare ProtectiveClean (HX6800/06, HX6807/06, HX6823/16, HX6851/56, HX6855/58, HX6859/35)
  - j) 1x Philips Sonicare FlexCare Plus (HX6993/03, HX6912/21, HX6992/01)
  - k) 1x Philips Sonicare HealthyClean (HX8931/10)
  - l) 1x Philips Sonicare FlexCare Platinum (HX9182/10, HX9112/02, HX9112/52)
  - m) 1x Philips Sonicare DiamondClean (HX9312/04, HX9332/04, HX9352/04, HX9362/67, HX9372/04)
  - n) 1x Philips Sonicare DiamondClean Electric Toothbrush Black with tongue care (HX9352/49)
  - o) 1x Philips Sonicare Expert Clean (HX9618/01, HX9618/03, HX9618/24)
  - p) 1x Philips Sonicare DiamondClean Smart (HX9911/07, HX9954/56, HX9924/06)
  - q) 1x Philips Sonicare Protective clean Plaque Pink and AirFloss Ultra Grey Bundle Pack (HX8424/17)
  - r) 1x Philips Sonicare Protective clean Plaque Black and AirFloss Ultra Black Bundle Pack (HX8424/10)
  - s) Philips Sonicare DiamondClean Pink & Black Bundle Pack (HX9368/35) and Philips Sonicare DiamondClean & AirFloss Ultra Bundle Pack (HX8391/02, HX8391/03)

### Claiming Process

7. To be eligible to claim for a refund, Claimants must undertake the following steps:
  - a) trial the Eligible Products at least for 30 days from date of purchase, but for no more than 90 days;
  - b) if the customer is not completely satisfied by the performance of the Eligible Product, the customer must:
    - a. download a Money Back Guarantee Claim Form from [www.philips.com.au/promotions](http://www.philips.com.au/promotions);
    - b. obtain a Return Authorisation Number by calling a customer service representative during business hours on (02) 9912 4490; **the Return Authorisation Number must be obtained within 90 days from date of purchase of the Eligible Product and then customers have a further 30 days to return the Eligible Product. Refunds will only be valid if the Eligible Product is received by the Promoter within these time periods.**
  - c) complete the Money Back Guarantee Claim Form, inputting the Return Authorisation Number; and
  - d) return the Eligible Product (in its original packaging) along with the fully completed Money Back Guarantee Claim Form and the original purchase receipt within the time period in clause 7(b), to Net Response: Philips Sonicare 90 Day Money Back Guarantee, PO Box 6422 NORWEST NSW 2153. Incomplete, indecipherable or illegible claims will be deemed invalid.
8. Claimants must retain their original purchase receipt and the Eligible Product packaged as proof of purchase and for the purposes of submitting a Claim. Failure to produce the 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. 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.

9. 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 jeopardise 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

10. Refunds will only be issued once the Promoter receives: (a) the Eligible Product (in its original packaging); (b) the original purchase receipt; and (c) the completed Money Back Guarantee Claim Form inclusive of the Return Authorisation Number. Refunds will be issued by either:
  - a) Cheque for those Claimants who elect to receive their refunds via this method, as indicated on their Money Back Guarantee Claim Form; or
  - b) EFT (electronic funds transfer) for those Claimants who elect to receive their refund via this method, as indicated on their Money Back Guarantee Claim Form.
11. Claimants must ensure that all personal details provided are correct. Claimants are responsible for providing full and accurate bank account details (if electing refund by EFT) or their personal details including their full and accurate name (if electing refund by cheque). The Promoter will not be responsible for a banking institution rejecting a cheque or EFT payment, or any costs associated with locating any lost monies.
12. Please allow approximately 3-4 weeks from the time the Promoter takes receipt of the Claimant's Claim Form for payment of the refund amount to be made.
13. The refund amount cannot be transferred, exchanged for any other product, or claimed at point of purchase.

### Customer to Pay for Postage Costs

14. **Postage costs for the return of the Eligible Product are the full responsibility of the Claimant and will not be refunded.** Whilst it is not required, the Promoter suggests the Claimant use registered post.

### Changes to Offer

15. If this Claim is interfered with in any way 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 technical difficulties, unauthorised 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 offer, as appropriate.

### Liability

16. Nothing in these Terms and Conditions limits, excludes or modifies or purports to limit, exclude or modify the statutory consumer guarantees as provided under the Competition and Consumer Act, as well as any other implied warranties under the ASIC Act or similar consumer protection laws in the State and Territories of Australia. 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), arising in any way out of the Promotion, including, but not limited to, where arising out of the following: (a) any technical difficulties or equipment malfunction (whether or not under the Promoter's control); (b) any theft, unauthorised access or third party interference; (c) Claim that 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 computer 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.

### Privacy

19. The Promoter's collection, use and disclosure of personal information ("PI") is subject to Philips' Privacy Policy (available at <https://www.philips.com.au/a-w/privacy-notice.html>) and is incorporated into this agreement. 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. Receipt of the Money Back Guarantee is conditional on Claimants providing this 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 NV 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 Policy 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, individuals consent to the overseas transfer.

### Promoter

20. The Promoter is Philips Saeco Australia Pty Ltd (ABN 87 124 670 917) of 65 Epping Rd, North Ryde, NSW 2113 ("Promoter"). Claims will be processed by Net Response (ABN 61 074 595 887) of PO Box 6422, NORWEST NSW 2153.

For more information about this Promotion, call 02 9912 4490; or visit [www.philips.com.au/promotions](http://www.philips.com.au/promotions).