



90 day **MONEY BACK** Guarantee

on selected Philips Garment Care and Fully Automatic Coffee machines

The promotion commences at 9.00am NZDT 1st January 2024 and, unless cancelled earlier, ends at 11.59pm NZDT on 31st December 2024.

If you wish to make a claim under the Philips 90 Day Money Back Guarantee ("Promotion"), simply complete and return this form along with the Eligible Product (in its original packaging) and the original purchase receipt (retain a copy) to request for a full refund under this Promotion: **Philips 90 Day Money Back Guarantee, PO Box 71104, Rosebank 1348 Auckland. Postage cost for the return of the Eligible Product is the full responsibility of the Claimant and will not be refunded.**

Name: _____

Address: _____

Postcode: _____

Daytime telephone: _____ Email: _____

Model number: _____

Date of purchase: _____

Store name: _____

Store suburb: _____

Purchase price: \$ _____ Return authorisation number: _____

Bank account name: _____ Bank account number: _____

Why are you returning your product to get your money back?

Product was damaged or defective
Poor product quality
Product was a gift
Other

Didn't like the look/colour/style of the product
Product was too hard to use
Product didn't perform to my standard

How to claim your money back:

STEP 1: Please call 0800 818 888 (during business hours) at least 30 days after trialling the product, but within 90 days from the date of purchase (inclusive of the 90th day), to request a **return authorisation number**. The customer service representative will notify you if this Promotion has been cancelled and if you are still eligible to return the product under this Promotion.

STEP 2: Complete details on this form, 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)

Please refer to the full terms and conditions overleaf, including the privacy clause for this promotion (Clause 21).