



100% Satisfaction  
Guaranteed!  
or 30-Day Money Back

**The Promotion commences between 1 January 2025 to 31 December 2025 (“Purchase Period”).  
All Claim Forms must be received by 31 January 2026.**

If you have purchased an Eligible Product of Philips Singapore 30-Day Money Back Guarantee program and are not completely satisfied with the performance of your product(s)\*, simply complete and return this Claim Form along with your product and original purchase receipt (keep a copy) to receive a refund.

Name:

Email:

Telephone:

Mobile:

Date of purchase:

Store Name:

Store location:

Purchase price:

Why are you returning this product:

Which brand of the returned product have you used prior to purchasing this product:

☐

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!  
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\*This promotion is only valid for purchases of the following Philips Avent products: Electric Breast Pump SCF398/11 and SCF396/11, Sterilizer SCF293/01, Premium Steamer Blender SCF883/02.



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### **HOW TO CLAIM YOUR MONEYBACK:**

**Step 1:** Complete details on this form (available on [www.philips.com.sg/promotions](https://www.philips.com.sg/promotions)), including why you are returning the product.

**Step 2:** To claim your money back, call +65 6882 3999 or Whatsapp +65 8938 0477 and provide the following information

- ☐ A completed Claim Form
- ☐ Your purchase receipt (please keep a copy of the original)
- ☐ Philips product (Eligible Philips Product in its original packaging, along with all other bundled products purchased together with the Eligible Product as part of a promotional bundle or set (if any))

### **Terms and Conditions**

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.sg/aw/privacy-notice.html>), and the Money Back Guarantee Claim Form ("**Claim Form**") contain the entire understanding and agreement between the Promoter and the Claimant (as defined in Clause 5) in relation to Philips Singapore 30-Day Money Back Guarantee ("**Promotion**"). Entry into the Promotion is deemed to be an acceptance of these Terms and Conditions. A claim for refund in relation to the Promotion is not valid in conjunction with any other offer (to the extent permitted by law).

To be eligible to claim a refund under the Promotion, individuals must have purchased any of the selected Philips Avent products which are Electric Breast Pump SCF398/11 and SCF396/11, Sterilizer SCF293/01, Premium Steamer Blender SCF883/02, ("Eligible Products") from a participating authorized Singapore retailer store or online store between 1 January 2025 to 31 December 2025 ("Purchase Period"). Kindly note, internet sales via auction sites like eBay, unauthorized vendor or similar are excluded from this offer. Trades seconds products are excluded.

The Promotion is valid for 30 days from the date of purchase as specified on the purchase receipt, and all Claim Forms in respect of purchase made during the Purchase Period must be received by Philips no later than 31 January 2026.

### **Who can participate**

The Promotion is only open to individuals who are Singapore residents of 18 years old and above

("Claimant") who registered their products on MyPhilips.com(<https://www.philips.com.sg/myphilips/login.html#tab=sign-up>), opt-in for their communication preference and submit a valid claim in accordance with these Terms and Conditions ("**Claim**"). Corporations, companies, body corporate bodies, groups, organizations and any other corporate bodies and noncorporate bodies are not eligible to participate.

Employees and 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 families mean 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.

### **Participating Authorized Retailers:**

1. Electric Breast Pump (SCF398/11 and SCF396/11), Sterilizer (SCF293/01) and 4-in-1 Steamer Blender (SCF883/02)
  - a. Takashimaya
  - b. Isetan
  - c. BHG
  - d. Kiddy Palace
  - e. Mothercare
  - f. Mummy's Market
  - g. Philips.com.sg
  - h. Philips SG official stores on Lazada and Shopee
  - i. Baby Kingdom
  - j. NTUC Fairprice
  - k. Mothers Work
  - l. Thomson Medical Centre Retail Pharmacy
  - m. Thomson Medical Centre Parentcraft Centre
  - n. Mums Choice
  - o. Tangs



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### **Claiming Process**

- a) Try the Eligible Product for at least 7 days from the date of purchase, but no more than 30 days;
  - b) Register the Eligible Product on MyPhilips.com (please refer to Clause 8);
- If the Claimant is not completely satisfied with the performance of the Eligible Product, the Claimant must:

- i. Download the Claim Form from [www.philips.com.sg/promotions](http://www.philips.com.sg/promotions);
- ii. Complete the Claim Form; and
- iii. Return the Eligible Product (in its original packaging) along with the fully completed Claim Form and the original purchase receipt made during the Purchase Period to Philips, no later than 31 January 2026.
- iv. Contact Philips customer support options via:
  - (a) Call us: +65 6882 3999
    - a. Operating hours: Monday to Friday: 9am to 5pm
  - (b) WhatsApp us: +65 8938 0477
    - b. Operating hours: Monday to Sunday: 9am to 6pm

If the Eligible Product was purchased as part of a promotional bundle or set, then all bundled products must also be returned, otherwise the Claim will be deemed as incomplete and invalid.

Incomplete, indecipherable or illegible claims will be deemed invalid and Philips reserves the right to reject such Claims. Claimant will bear all costs associated with the return of the Eligible Product to Philips. For clarity, the Eligible Product shall not be mailed or posted to the Philips Consumer Care at the address specified above.

Claimants must have registered their product(s) on MyPhilips.com, opt in their communication preference, retain their original purchase receipt and the Eligible Product packaging as proof of purchase and for the purposes of submitting a Claim. Failure to produce the original 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 under the Promotion. 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.

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 jeopardize 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**

Refunds will only be given once the Promoter receives: (a) the Eligible Product (in its original packaging); (b) all other bundled products purchased together with the Eligible Product as part of a promotional bundle or set (if any); (c) the original purchase receipt; (d) the completed Claim Form; and (e) validation of product registration and opt-in to communication preference from Philips. Refunds will be given to Claimant in cash upon the Promoter's satisfaction that the Eligible Product complies with the requirements specified in this clause.

The refund amount will be based on the value paid for Eligible product(s) and cannot be transferred, exchanged for any other product, or claimed at point of purchase. The refund amount will also be deductible from the value of any promotion vouchers and stated retail value of gift-with-purchase that the consumer enjoyed at the point of purchase.



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### **Changes to Offer**

If this Claim is not interfered with in any 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, unauthorized 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 Promotion, as appropriate.

### **Liability**

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, loss of profits, loss of reputation, loss of data), arising in any way out of the Promotion, including, but not limited to, where arising out of the following: (a) any technical difficulties or equivalent malfunction (whether or not under the Promoter's control); (b) any theft, unauthorized access or third party interference; (c) Claim 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.

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 compute related to or resulting from participation or downloading any materials in connection with this Promotion.

Any costs incurred by the Claimant associated with claiming the Promotion, including accessing Philips' website, telephone enquiries in relation to the Promotion, and mailing the Claim Form are the sole responsibility of the Claimant.

The Promotion shall be governed by, and these Terms and Conditions shall be construed in accordance with the laws of Singapore.

### **Privacy**

The Promoter's collection, use and disclosure of personal information ("PI") is subject to Philips' Privacy Policy (available at <https://www.philips.com.sg/a-w/privacy-notice.html>) and is incorporated into these Terms and Conditions. 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. Receipts of the money for the Promotion are conditional on Claimants providing 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 N.V. 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 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, Claimant consents to the transfer of his/her PI overseas.



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**Contact Us**

Should you need any further assistance please

**Call Philips**

+65 6882 3999

Monday – Friday: 9am – 5pm.

**WhatsApp**

+65 8938 0477

Monday – Sunday: 9am – 6pm

**Spare Parts & Accessories**

WhatsApp +65 9863 1075

Monday – Friday: 9am – 6pm