



## Satisfaction Money Back Guarantee Claim Form

To claim, please send the product, original receipt and this completed MBG claim form to:

**Olympic Shaver (PHILIPS MBG)**  
**Freepost RSGT XTGR GBSJ**  
**Unit 19 - 20**  
**Calverton Business Park**  
**Hoyle Road**  
**Calverton**  
**NOTTINGHAM**  
**NG14 6QL**

### 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 Consumer Care team on **020 7949 0240** Monday - Friday: 08:30 am - 8:00 pm, Saturday: 09:00 am - 6:00 pm.

To avoid unnecessary delays, please complete the form in full, writing clearly in BLOCK CAPITALS giving a full address and postcode.

### **CLAIM FOR MONEY BACK**

I confirm that I have enclosed (please tick):

Original till receipt of purchase (photocopies not accepted)

Please explain briefly why you are not satisfied with your Philips product:

.....  
.....  
.....  
.....

Date of purchase: .....

Store of purchase: .....

Your name: .....

Address: .....

.....

Postcode: .....

Daytime Tel number: .....

Email address: .....

We will use the personal data you provide here only 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:

## Terms and Conditions

1. This offer is made by Philip Electronics UK Limited (Company number: 446897), Philips Centre, Guildford Business Park, Guildford GU2 8XG.
2. Products eligible for this offer and details of the applicable guarantee period are published on [www.philips.com/promotions](http://www.philips.com/promotions). We reserve the right to withdraw the offer upon 28 days' notice at any time.
3. This offer is open to individuals who have purchased an eligible Philips product and have **used it for a minimum of three (3) weeks** in accordance with operating instructions. If after three (3) weeks of using the product you are not satisfied with results, you may apply for money back in accordance with these terms and conditions.
4. The guarantee period runs from the date of purchase.
5. **If you are not satisfied with the product within the guarantee period, please return it to the freepost address set out in this form together with:**
  - a. **the original receipt (photocopies are not accepted), as proof of purchase; and**
  - b. **the completed MBG claim form which is attached to these terms and conditions.**
6. The product must be received by us within the guarantee period.
7. Money back will be paid by cheque, for the price paid (net of any promotion or discount), within a period of 28 days of receipt of the product and completed documentation.
8. You may only make a maximum of 1 claim per product.
9. No responsibility can be accepted for claims lost or delayed in the post, or incomplete or illegible forms. Proof of posting will not be accepted as proof of delivery.
10. All care should be taken to ensure the returned product is adequately packaged and protected from transit damage to avoid loss or damage. We reserve the right to deduct from the refund the cost of rectifying any loss or damage to the product.
11. We will not accept any liability for additional costs associated with the return, proof of delivery or carriage of the Product.
12. This is a consumer promotion only and neither retailers nor wholesalers may apply.
13. This offer cannot be used in conjunction with any other promotion run by Philips in respect of the product.
14. This offer applies to purchases made in the UK only.
15. This offer can only be redeemed directly with Philips.
16. We shall not be liable for any delay or failure to perform due to any event beyond our control.
17. This promotion does not affect your statutory rights.
18. These terms and conditions will be interpreted in accordance with the laws of England