**Front Page**

**PHILIPS**

**Satisfaction Money Back Guarantee claim Form.**

To Claim, please return, in person, the Product to any EXTRA Store in Saudi Arabia.

**Working days**

Sunday – Thursday: 09:00 AM to 09:00 PM KSA Timing

Friday: 02:00 PM to 09:00 KSA Timing

**Important**

The address above is for this offer only. If the product is faulty or you have query regarding your claim, please contact our store as mentioned above. You can also call Philips Consumer Care team at the below mentioned number for any further information.

**Philips Consumer Care Number:** **800 752 6666**

Operational timing Philips consumer Care

Sunday – Friday: 08:00 AM to 07:00 PM KSA Timing

**Details required for claim back.**

Original receipt of purchase should be attached with claim form, photocopies or pictures will not be accepted.

**Please explain briefly, why you are not satisfied with your Philips product.**

Date of purchase: ……………………………………………………………………………………………….

Date of Return : ……………………………………………………………………………………………….

Store of Purchase: ……………………………………………………………………………………………….

Your Name :………………………………………………………………………………………………..

Address :………………………………………………………………………………………………………

Country:…………………………………………………………………………………………………

Postal Code:………………………………………………………………………………………….

Daytime Tel Number…………………………………………………………………………………

Email Address …………………………………..………………………………………………………

I am hereby confirming that I received my product invoice amount against Philips Money Back Guarantee Claim and Have NO grievance further to make.  **Customer Signature and Date………………………………………………………**

**BACK SIDE PAGE**

**Philips (Money Back Guarantee Offer) KSA**

Terms & Conditions **Offer Valid from 12th March 2025 till 12th May 2025**

**A. Offer Description:**

Philips Solutions Saudi Arabia Trading (Saudi Branch) “Promoter” is offering you the chance to claim a refund of the full purchase amount if you have used your Philips

**Floor Care:**

XU7100/01, XU3100/01, XU3000/01, XW9483/10, XW9383/03, XC7055/01, XC5041/61, XC3031/61, XC2011/61, XC8347/61, XC7041/01, XC8043/61.

**Or Air Purifiers Models:**

AMF870/35, AMF765/30, AC3737/10, AC4220/12, AC3220/10, AC2939/90.

**Coffee – Espresso Machine:**

EP5447, EP3347, EP2224

**Air Fryers:**

HD9880/90

(“Eligible Products”) within thirty (30) days (as recommended) and are not completely satisfied with the performance of such Eligible Product (“Offer”).

The Offer is valid **12th March 2025 till 12th May 2025** (“Purchase Period”).

**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 (“Retailer(s)”).

The following are the participating retailers/e-tailers:

**Offline Retailers: EXTRA .**

**Online Retailers: EXTRA .**

**2**. The Eligible Product **can** be returned to the participating retailer/e-tailer where the customer purchased the Eligible Product.

Use the Eligible Product in the recommended manner continuously within thirty (30) days.

**3.** If within thirty (30) days of usage, if the customer is not fully satisfied with the Eligible Product, he or she can submit a Satisfaction Money Back Guarantee Claim Form (“Form”) and the customer can return the Eligible Product with all its attachments to the respective Retailers for refund

**4.** Keep the Eligible Product with the original purchase receipt of Eligible Product.

**5.** This offer is not applicable to store employees and promoters and their immediate family members 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.

**C. How to avail the Offer:**

1. To be eligible to avail the Offer, individuals must undertake the following steps:

1.1 Visit any EXTRA Store in Saudi Arabia.

1.2. Fill out and complete the Form at any of the above Retailers inputting the appropriate details

1.3 Return the Eligible Product, along with the original purchase receipt of the Eligible Product to either of the Retailers.

1.4 Product cannot be mailed or couriered to the Retailer. The eligible Product must be delivered in person.

2. If Forms are accepted, refunds will be processed and issued by either of the Retailers and cash refund, for the amount outlined on the eligible receipt including all associated taxes, will be provided.

3. Individuals must ensure that all personal details provided in the Form are correct. Incomplete, indecipherable or illegible Forms will be deemed invalid.

4. Only two (2) Forms permitted per household.

5. Customer will use the Eligible Product in the recommended manner. Misusage of the product leading to damage will lead to invalid claim.

**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.

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

**Product received in working condition and along with all the accessories.**

**Workshop in charge signature and Date: ……………………………………………………….**