



## **Satisfaction Money Back Guarantee Terms and Conditions**

Available in England, Scotland and Wales only.  
Republic of Ireland and Northern Ireland are excluded.

1. This offer is made by Philip Electronics UK Limited (Company number: 446897), Ascent 1, Aerospace Boulevard, Farnborough, Hampshire, GU14 6XW.
2. Products eligible for this offer and details of the applicable guarantee period are published on <https://www.philips.co.uk/c-w/promotions>
3. This freepost address may only be used for shipments posted from mainland England, Wales, and Scotland.
4. This offer is open to individuals who have purchased an eligible Philips product. If after trying the product, you are not satisfied with it, you may apply for a refund in accordance with these terms and conditions. Exclusions apply.
5. Philips products purchased on a Subscriptions or the Try&Buy programme are expressly excluded from this Satisfaction Money Back Guarantee.
6. The Satisfaction Money Back Guarantee period runs from the date of purchase.
7. If you are not satisfied with the product within the Satisfaction Money Back Guarantee period, please return it to the freepost address set out below together with:
  - a. the original receipt (photocopies are not accepted), as proof of purchase; and
  - b. the completed form which is attached to these terms and conditions.
8. The product must be received by us within the Satisfaction Money Back Guarantee period.
9. Money back will be paid by cheque or PayPal, for the price paid (net of any promotion or discount), within a period of 28 days of receipt of the product and completed documentation.
10. You may only make a maximum of 1 claim per product.
11. 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.
12. 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.
13. We will not accept any liability for additional costs associated with the return, proof of delivery or carriage of the Product.
14. This is a consumer promotion only and neither retailers nor wholesalers may apply.
15. This offer cannot be used in conjunction with any other promotion run by Philips in respect of the product.
16. This offer can only be redeemed directly with Philips at the address below and not through any other retailer.
17. We shall not be liable for any delay or failure due to any event beyond our control.
18. Philips reserves the right to end this promotion at any time. You can still claim under these terms for any eligible purchase made until the termination date.
19. This promotion does not affect your statutory rights.
20. These terms and conditions will be interpreted in accordance with the laws of England

If you are unsatisfied with your product, and it qualifies for the money back guarantee promotion, please send the product, original receipt and completed claim form to:

**Olympic Shaver (PHILIPS MBG)**

**Freepost RSGT XTGR GBSJ**

**Unit 6-9**

**Calverton Business Park**

**Hoyle Road**

**Calverton**

**NOTTINGHAM**

**NG14 6QL**

**Important**

- The address above is for this offer only.
- If your product is faulty, you must return it to the original retailer where purchased.

If you have any questions or queries regarding your claim, please contact our Consumer Care team on **02079 49 02 40**

Monday - Friday: 08:30 am - 8:00 pm,

Saturday: 09:00 am - 6:00 pm.

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)
- ☐ The product with all the original packaging materials

I would like my refund via:

- ☐ Cheque
- ☐ PayPal

If you selected PayPal, please include the email address of the PayPal account email address you wish to use:

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Please note that Philips will deposit the refund into this account. If there is a spelling error or you use an incorrect account Philips will not be able to make changes or re-issue the refund.

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

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Date of purchase: .....

Place of purchase: .....

Your name: .....

Address: .....

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Postcode: .....

Daytime Tel number: .....

Email: .....

We will use the personal data you provide here only for the purposes of performing this offer. Find out more about how Philips uses your personal data by reading our [Privacy Notice](#) If you are happy to be contacted for the purposes of providing feedback on the product, please tick here ☐

