



Warranty against Defects

Guarantee reference on the box refers to the manufacturer's warranty provided with this product.

In this warranty:

We or **us** means AquaShield Australia Pty Ltd (ABN 45 692 974 020) or, where applicable, the authorised distributor responsible for the Goods at the time of sale, and our contact details are set out at the end of this warranty.

You means the purchaser or the original end-user of the Goods.

Supplier means the authorised distributor or retailer of the Goods that sold you the Goods in Australia or New Zealand.

Goods means the product or equipment which was accompanied by this warranty and purchased in Australia or New Zealand.

If you require assistance with the operation of the product, its features or specifications please call the Philips Consumer Care Centre on **1300 825 576** in Australia or **0800 600 046** in New Zealand.

Australia

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

For major failures with goods, you are also entitled to choose a refund or replacement. If a failure with the goods does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done, you are entitled to a refund for the goods. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods.

This is not a complete statement of your legal rights as a consumer in Australia.

New Zealand

For consumers under the Consumer Guarantees Act 1993 (NZ) who purchase the Goods for personal, domestic or household use: Our Goods come with guarantees that cannot be excluded under the Consumer Guarantees Act 1993 (NZ). Where you acquire the Goods for business purposes, the Consumer Guarantees Act 1993 does not apply.

Additional Warranty

In addition to the rights and remedies that you have under the Australian Consumer Law, Consumer Guarantees Act 1993 (NZ) or any other applicable law (**Statutory Rights**), we provide the following warranty against defects (**Additional Warranty**):

1. If, during the first **2 years** from their date of purchase from the Supplier (**Warranty Period**), the Goods prove defective by reason of improper workmanship or materials, subject to the terms of this Additional Warranty, we will repair or replace the Goods without charge. Your Statutory Rights may extend beyond the Warranty Period.
2. To the maximum extent permitted by law, we do not have to repair or replace the Goods under this Additional Warranty if the Goods have been used for a commercial purpose; misused; improperly or inappropriately installed, operated or repaired; abused; damaged; or not maintained in accordance with the manufacturer's instructions.

3. Even when we do not have to repair or replace the Goods, we may decide to do so anyway. In some cases, we may decide to substitute the Goods with a similar alternative product of our choosing. All such decisions are at our absolute discretion.
4. All such repaired, replaced or substituted Goods continue to receive the benefit of this Additional Warranty for the time remaining on the original Warranty Period.
5. Upon becoming aware that the Goods are defective during the Warranty Period, you should stop using the Goods and contact us, as set out in clause 6 below. This Additional Warranty is limited to repair, replacement or substitution of the Goods only.
6. In order to claim under this Additional Warranty, you must telephone us on **1300 825 576** in Australia or **0800 600 046** in New Zealand within the Warranty Period. You will be asked for details of the Goods, a description of the claimed defect and your personal details. If we accept your claim under this Additional Warranty, we will direct you to return the Goods to the Supplier for replacement, or to the most convenient Philips Authorised Service Centre for the Goods to be repaired. In some cases, we may require that you return the Goods to us at the address below for repair, replacement or substitution.
 - **Proof of purchase:** All returned Goods must be accompanied by satisfactory proof of purchase which clearly indicates the name and address of the Supplier, the date and place of purchase, and identifies the product. It is best to provide a legible and unmodified receipt or sales invoice.
 - **Claim expenses:** You must bear any reasonable expense for return of the Goods or otherwise associated with making your claim under this Additional Warranty. If we accept your claim, we will reimburse your reasonable return shipping costs upon receipt of the Goods and satisfactory proof of those costs (such as a postal or courier receipt). To claim reimbursement, send your proof of costs to us at the address below or by email to philips.water@aquashield-ips.com.au.
7. This warranty is only valid and enforceable in Australia and New Zealand.

Contact Us

Contact us or the place of purchase for further details.

AquaShield Australia Pty Ltd

Suite 2, Level 1

9-11 Grosvenor Street

Neutral Bay NSW 2089

Consumer Care

Australia: **1300 825 576**

New Zealand: **0800 600 046**

Email: philips.water@aquashield-ips.com.au

Website: www.philips.com/support



PHILIPS

Enjoying your product?

Share your experience

Need help?

Contact us before returning your product.

We're here to help and can often resolve issues quickly.



Email:
philips.water@aquashield-ips.com.au



Australia : 1300 825 576



New Zealand : 0800 600 046



This product is supported by Philips Consumer Care.

Depending on your place of purchase, your enquiry may be handled by AquaShield Australia Pty Ltd, or the authorised distributor at the time of sale.

We'd love to hear about your experience

Leave a review and help others discover Philips Water. Your feedback helps us improve and deliver better products.



Scan the QR code

to access our product pages and leave a review.

How to write a review:

- 1 Find your product on www.philips.com.au
Use the QR code to go straight to our general products page.
- 2 On the relevant product page, scroll to the **Reviews** section or click the review score
- 3 Select "Write a review"
- 4 Fill in the required fields (marked "*") and choose a unique nickname
- 5 Submit and look for the confirmation screen
- 6 Your review will appear on the site after moderation, typically within 3–5 days.

Reviews



Unbiased product reviews

4.0 of 5

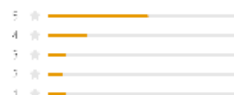


63

reviews

71%

recommend this product



Write a review



DAFL
5/5/2020



Exceptional Form and function, Great tasting water

Philips have done it again, with a brilliantly designed RO water station, and produces exceptional great tasting water, free of contaminants, the unit has a thoughtful design and...

[Read more](#)

✓ Yes, I recommend this product.

This review was made for Reverse Osmosis purification AD78572DG/73 Water Station Rolling Chilled Ice Cubes



Schiboh
1/4/2020



Verified buyer

Great feature no plumbing required and easy to use

Water quality is amazing and we can feel difference in taste when drinking water, ice cubes are very handy features and hassle free.

✓ Yes, I recommend this product.

This review was made for Reverse Osmosis purification AD78572DG/73 Water Station Rolling Chilled Ice Cubes