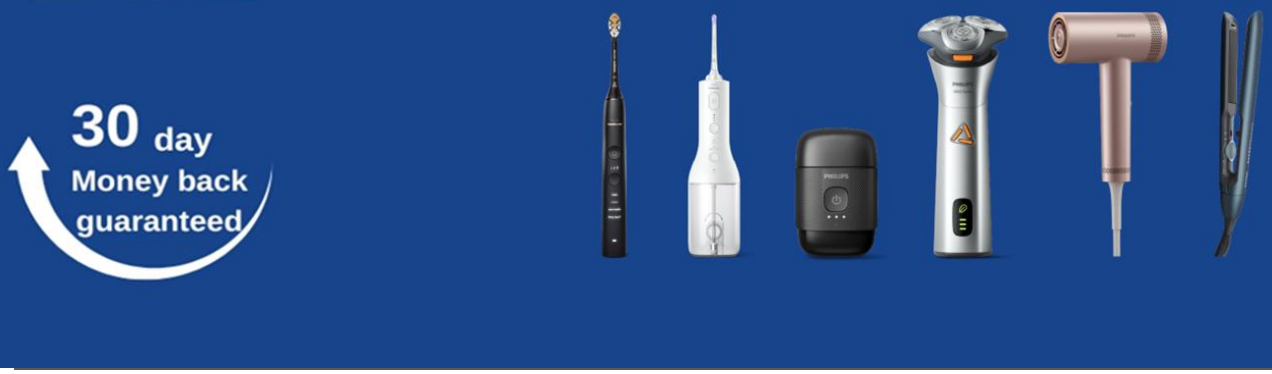
PHILIPS

30 Day Money Back



The Promotion commences between 1 January 2026 to 31 December 2026 ("Purchase Period").
All Claim Forms must be received by 31 January 2027.

If you have purchased an Eligible Product of Philips Malaysia 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:

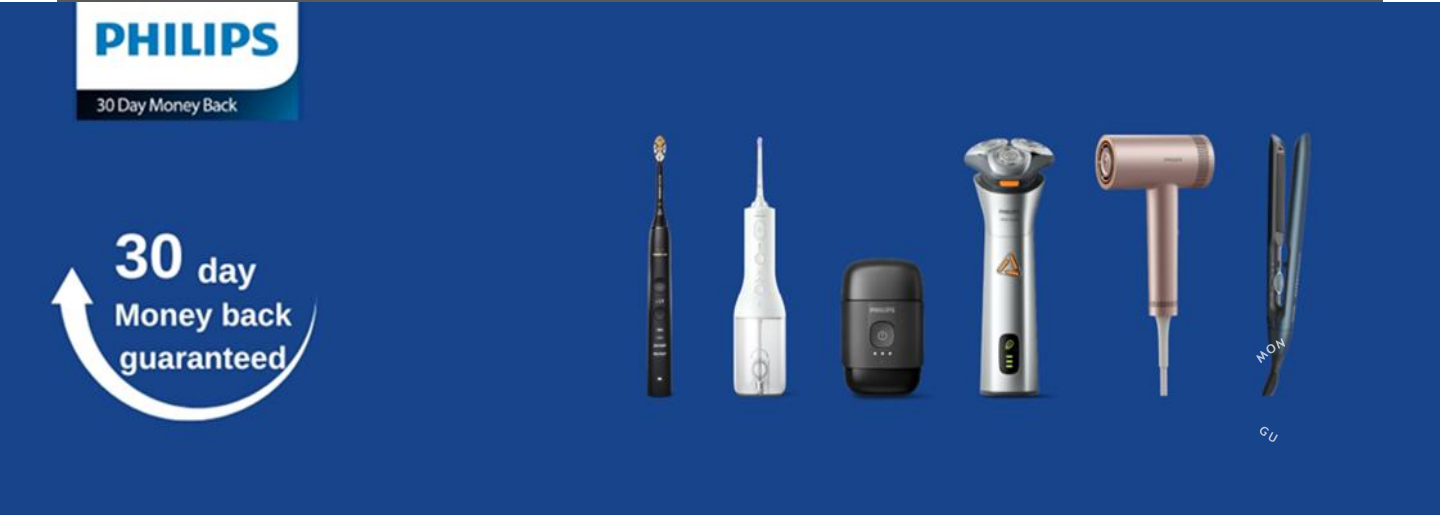
Purchase price:

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!

By completing and submitting this form, I hereby agree and consent that Philips Malaysia Sdn Bhd ("Company") and/or its authorized third parties may collect, store, use, disclose and process my personal information set out in this form to contact me in this Promotion, and to the extent I have elected to receive product and events communications.



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TERMS AND CONDITIONS FOR PHILIPS PERSONAL HEALTH MALAYSIA 30 DAY MONEY BACK GUARANTEE PROGRAM

Promoter

1. The promoter is **PHILIPS MALAYSIA SDN BHD** (Registration No. 196001000018 (3690-P)) Anchor Space 3 & 4, Co-Labs Coworking, Level 11, Menara Ken TTDI, No. 37 Jalan Burhanuddin Helmi, Taman Tun Dr. Ismail, 60000 Kuala Lumpur, Malaysia ("**Promoter**").

Terms and Conditions

2. 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.my/a-w/privacy-notice 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 the Philips Malaysia 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).

3. To be eligible to claim a refund under the Promotion, the Claimant must have purchased an eligible Philips Brand product listed in **Appendix A** below ("**Eligible Product**") from a participating authorized Malaysia retailer store or online store between 1 January 2026 to 31 December 2026 ("**Purchase Period**"). Kindly note, Internet sales via auction sites such as eBay, unauthorized vendors or similar online websites are excluded from this offer. Trade seconds products are excluded.

Participating Authorized Retailers are (only within Malaysia):

Harvey Norman, Best Denki, Senheng, Tan Boon Ming, E.S.H. Electrical, Lotus's, Aeon Co., Aeon Big, Caring Pharmacy, Watsons Pharmacy, Astra Family Sdn Bhd authorized resellers, Visionary Solutions Sdn, Bhd authorized resellers and Philips Official store in Shopee, Lazada and TikTok.

4. 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 purchases made during the Purchase Period must be received by Philips no later than 31 January 2027.

5. For Eligible Electric Breast Pump Products: the Promotion is valid for 30 days from the baby's delivery date, as verified by supporting documentation. All Claim Forms in respect of purchase made during the Purchase Period must be received by Philips no later than 31 January 2027.

Who can participate?

6. The Promotion is only open to any local resident aged 21 years old and above ("**Claimant**"), who have registered their products on MyPhilips.com (https://www.philips.com.my/myphilips/login#tab=sign-up), opted in for their communication preference and submitted a valid claim in accordance with these Terms and Conditions ("**Claim**"). Corporations, companies, corporate bodies, groups, organizations and any other corporate bodies and non-corporate bodies are not eligible to participate.

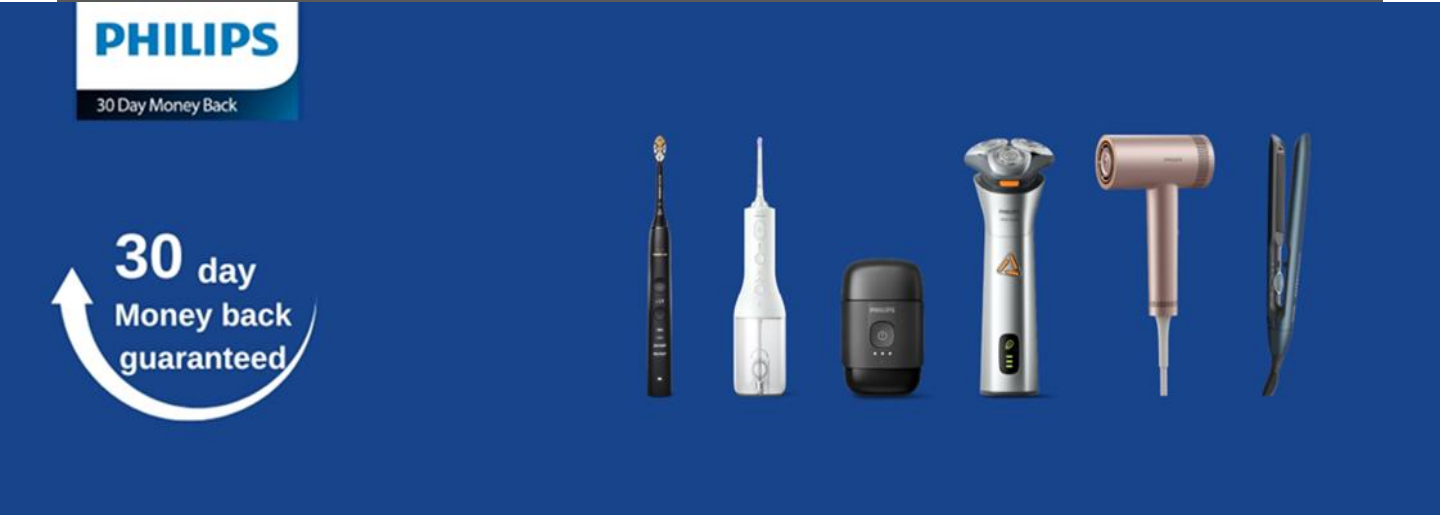
Eligible Products

7. The Promotion is only valid for purchases of the following Philips products stated in **Appendix A**.

Claiming Process

8. To be eligible to claim for a refund under the Promotion, consumer must undertake the following steps:

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 (https://www.philips.com.my/myphilips/login#tab=sign-up), complete and submit the Form herein, 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



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discretion of the Promoter, result in invalidation of the 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

c) If the consumer is not completely satisfied with the performance of the Eligible Product, the consumer must:

i. Download the Claim Form from https://www.philips.com.my/c-w/promotions/30-day-money-back-guarantee.html ;
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 1st January 2027.
iv. Contact Philips customer support options via:
   (a) Call us: +1800 880 180
      a. Operating hours:
         Monday to Friday: 9am to 5pm
   (b) WhatsApp us: +6012 967 4855
      b. Operating hours:
         Monday – Friday: 9am – 6pm
         Saturday: 9am – 1pm

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. The 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 Philips Consumer Care at the address specified above.

9. The Promoter reserves the right, at any time, to verify the validity of Claims and the information provided by the 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 conduct calculated to jeopardize fair and proper conduct of the offer and the Promotion. 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 Claimant are reserved.

Refund Process

10. A refund will only be given once the Promoter receives:

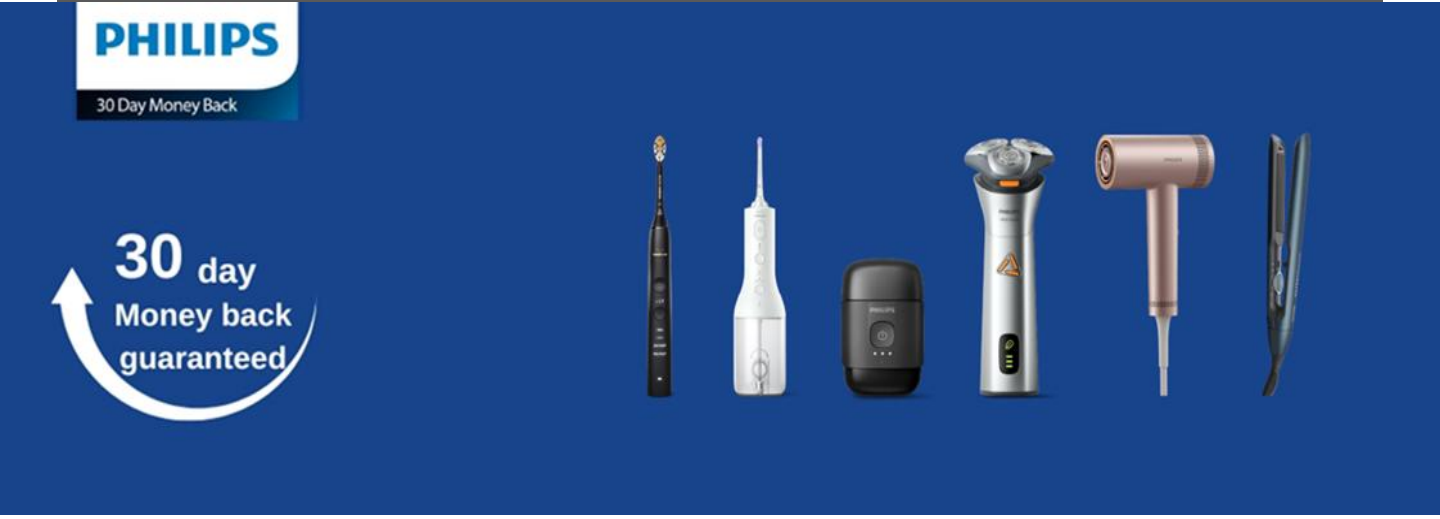
(a) The Eligible Product (in its original packaging);
(b) All other bundled products purchased together with the Eligible Product as part of a promotional bundle or set (if any);
(c) The original purchase receipt;
(d) The completed Claim Form; and
(e) Validation of product registration and opt into communication 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.

11. The refund amount will be based on the value paid for the 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 promotional vouchers, stated retail value of gift-with-purchase that Claimant enjoyed at the point of purchase.

12. In the event that a Claimant claims the refund in accordance with Clause 9 above and had traded-in a product to enjoy any trade-in promotion (such as free shopping vouchers and/or gift-with-purchase from the Promoter) during purchase of Eligible Product, notwithstanding Clause 10 above, for hygiene purposes, the traded-in product will not be returned.

Changes to Offer

12. If a Claim is interfered with 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 the technical difficulties, unauthorized intervention or fraud, the Promoter



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reserves the right, in its sole discretion, to the fullest to:

(a) Disqualify any Claimant; or
(b) Modify, suspend, terminate or cancel the Promotion, as appropriate.

Liability

13. Except for any liability that cannot be excluded by law, the Promoter and the Claimant exclude 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) The Claim is late, lost, altered, damaged or misdirected (whether before or after their receipt by the Promoter) due to any reason beyond the reasonable control of the Promoter; and
(d) Any tax liability incurred by the Claimant.

14. 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 computer related to or resulting from participation or downloading any materials in connection with the Promotion.

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

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

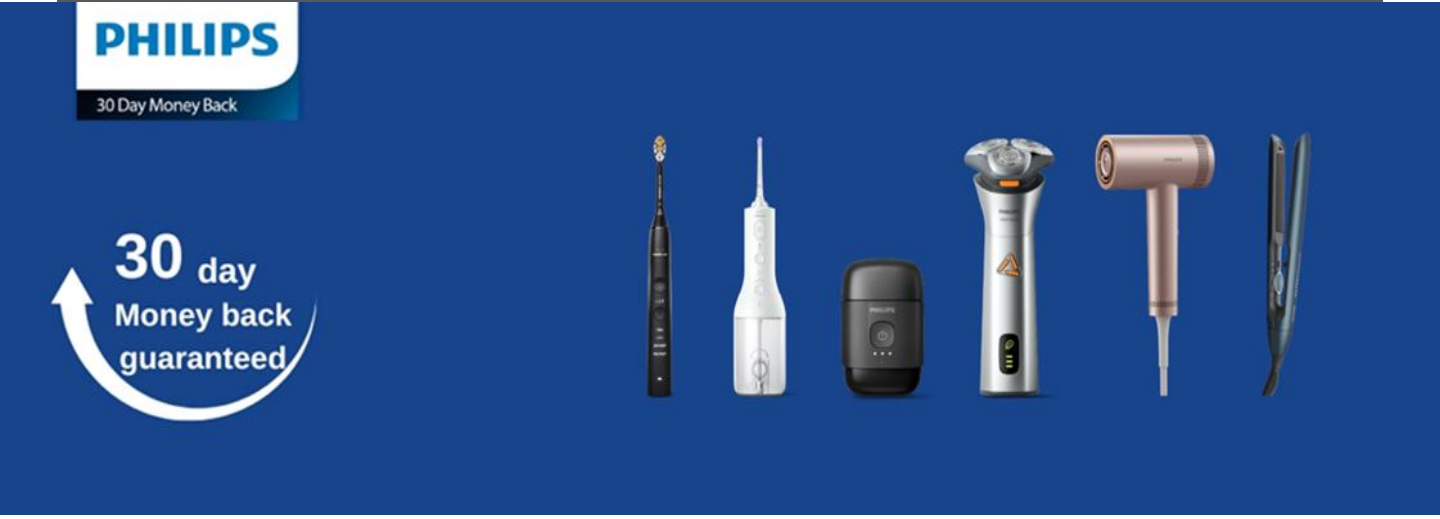
Privacy

17. The Promoter's collection, use and disclosure of personal information ("**PI**") is subject to the Philips Privacy Policy (available at https://www.philips.com.my/a-w/privacy-notice) 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. Receipt of the money for the Promotion is conditional on the Claimant providing their PI and without this PI, the 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. 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, the Claimant consents to the transfer of their PI overseas.

Contact Us

Should you need any further assistance please

Call Philips
1800 880 180
Monday – Friday: 9am – 5pm
WhatsApp
+6012 967 4855
Monday – Friday: 9am – 6pm ; Saturday: 9am – 1pm
Spare Parts & Accessories
+6012 967 4855
Monday – Friday: 9am – 6pm ; Saturday: 9am – 1pm



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Appendix A – Eligible Product

List of Philips products applicable:

a. Men's Shaving SKU ID:
- S1880/00
- S1882/00
- S3882/00
- S3885/00
- S591/05
- X5006/00
- S5880/20
- S5898/20
- S7886/50
- XP9201/30
- XP9404/26

b. Men's One Grooming SKU ID:
- NT3650/15
- BG1024/16
- BG3470/15
- BT3617/16
- BT5780/15
- MG1100/16
- MG3911/15
- MG5932/15
- MG7940/15
- MG9532/15
- QP2724/10
- QP2724/20

c. Oral Health Care SKU ID:
- HX3826/31
- HX3641/41
- HX3671/23
- HX3671/54
- HX6809/16
- HX6857/30
- HX9911/73
- HX9911/74
- HX9914/75
- HX9914/76
- HX3901/01
- HX3901/03
- HX4031/32
- HX4043/41
- HX4043/48
- HX7108/05
- HX7401/09

d. Beauty SKU ID:
- BHD530/03
- BHD720/13
- BHD837/03
- BHS530/00
- BHS732/00
- BHS830/03
- BHH880/03
- BRE719/00

e. Mother & Child Care SKU ID:
- SCF883/02
- SCF358/00
- SCF355/08
- SCF359/00
- SCF291/01
- SCF293/01
- SCF396/11
- SCF398/11
- SCF323/11
- SCF532/11
- SCD643/26