

# Signify Customer Satisfaction Team

In case of quality problem or service request you can contact us through



**toll free number**  
00800 7445 4775



**www.lighting.philips.com**  
Support & Contact – Contact us



**support.ceecentral@signify.com**



## Prepare key information

- Product name and 12NC code
- Description of the issue (failure)
- ServiceTag code, or photo of luminaire label
- Original invoice number from Signify
- Quantity of defects + total quantity of installed products
- Contact person and tel. number
- Contact address (for potential replacement delivery)
- Preferred solution (replacement, reparation, credit)
- Customer having Service Contract is requested to provide service contract number

## You will

- Receive confirmation that your request was received
- Be asked to complete information if some will be missing to resolve the complaint
- Receive confirmation about complaint closure within the best possible limit

PHILIPS

interact



LUCE  
PLAN

COLOR KINETICS

signify