

## **Home Luminaires Warranty Policy - for Greater China, and Growth Markets (excluding LatAm)**

Dear customer,

Thank you for purchasing this Philips product, we highly appreciate your choice for the Philips brand and wish you lots of pleasure using your new purchased product.

This product is specifically designed and developed for domestic use in normal conditions and operation only. The lifetime mentioned on the packaging is an average only (in accordance with standards L70B50 and IEC60969 norms) and is based on an average of 3 burning hours per day. If you encounter any difficulties with the use of the product, we recommend that you first consult the user manual and the information on our website. Subject to the terms and conditions hereof, Signify as the manufacturer, warrant that the product is free from defects in materials and workmanship for a period of one (1) year after the date of purchase, unless a different period is stated in or on the packaging of the product and subject to maintenance of the product in accordance with the care and cleaning instructions laid down in the user manual. Unless statutory provisions of applicable law provide otherwise, our obligations under warranty will be limited, at our option, to either repair, provide a replacement product for the defective product or to offer an appropriate refund for the purchase price for the defective product. (De)mounting and/or (de)installation, and labor costs are excluded from warranty, as well as broken materials, batteries and replaceable bulbs. Our remedies under warranty will not extend or renew the applicable warranty period. We are entitled, at our option, to replace the defect product covered by warranty with a product that has minor deviations in design and/or specifications which do not affect the functionality of the product in the event that a same product is unavailable. In order to be entitled to make a valid claim under warranty, you must present to us (or our representative) on request an adequate receipt of your purchase and the defect product for analysis. To the maximum extent permitted by applicable law, this policy states the entire liability of us in connection with defective or non-conforming products. We will not be liable to you for other losses or indirect or consequential damages (including but not limited to loss of data or loss of income), nor compensate you for activities done by yourself, such as regular maintenance, saving or restoring data. Your statutory rights arising from applicable law are not affected by this voluntarily provided manufacturer's warranty.

To inquire service within the warranty period, please contact your dealer or the Philips Consumer Care center. The contact details can be found on: [www.philips.com/lighting](http://www.philips.com/lighting).

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