

Philips Warranty

Quick and easy warranty claims Philips provides a guarantee for all of our high-quality products, 3 years for LED products and 1 year for non-LED products



Types of products that can be claimed include:



*Except for Emergency Light & Solar Light with 1 year guarantee



**Except for GLS Light with 3 months guarantee and Halogen light with 6 months guarantee

You can easily exchange your Philips lamp if your product is troubled during the warranty period

How to claim at the store

For offline purchases

1.



Visit the store where you purchased and bring your damaged Philips product.

2.



Your product will be replaced directly by the shop where it was purchased

How to claim via support center

For offline and online purchases

1.



0-800-10-52678
(0-800-10-LAMPU)
Monday to Friday
09.00 AM to 05.00 PM

or

2.



Email your info, product details and proof of damage to

Support.PhilipsLightingIndonesia@signify.com

Terms & Condition Warranty claim :

- The product is still under warranty, calculated based on the purchase date at the store or the marking on the product
- Please bring the damaged product, unless it is broken or rusty
- The product must be used according to the specifications or purpose for which it was designed