

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:



A 3-year guarantee is included with LED products*



A 1-year guarantee is included with Non-LED products**

*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 it experiences any issues 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-LAMPUS)
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

Warranty Claim Terms & Conditions :

- The product must still be within the warranty period, calculated from the store purchase date or the marking on the product
- Please bring the damaged product, except in cases where it is broken or rusted
- The product must have been used in accordance with its intended purpose / design and specifications