

Consumer Luminaires Limited Warranty



Dear Customer

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

This product is specifically designed and developed for domestic use 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 Philips Lighting website.

Subject to the terms and conditions hereof, we 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. Unless statutory provisions of applicable law regulate 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 credit for the purchase price for the defective product. (De)mounting and/or (de)installation and labour costs are excluded from warranty, as well as broken glass, batteries and replaceable bulbs.

Our remedies under warranty will not extend or renew the original 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. We will have no obligations under warranty if the alleged defect is a result of (i) failure to adhere to installation, operating, application, maintenance or environmental instructions or guidelines provided by us, (ii) being subject to corrosive environments (e.g. in coastal areas, industrial surroundings, farm environments), wear and tear, lightning, carelessness, accident, abuse, improper or abnormal use of the products, damage by animals, abnormal voltage, fire, natural disaster, accident, transportation or, (iii) any attempt at repair, alteration, modification of the product other than on our instruction, (iv) connecting peripherals, additional equipment or accessories other than those recommended in our documentation; (v) power or connectivity issues, problems with access to, or connection with service providers, such as interruptions in the access networks (e.g. internet), faults on the subscriber's or the correspondent's line, local network fault (cabling, file server, user's line) and faults in the transmission network (interference, scrambling, faults or poor network quality) or (vi) commercial, trade or industrial use.

In order to be entitled to make a valid claim under this 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 as the manufacturer 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 compensation 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.

If you offer your product for service in a country other than the country where you purchased the product, we will try to have your product serviced against the warranty terms of the country where you purchased the product.

To obtain service within the warranty period, please contact your dealer or the Philips Lighting Consumer Care Centre. The contact details can be found on: www.philips.com.

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