If you have taken the Philips Sonicare 30 Day Money Back Guarantee and are not completely satisfied with the performance of your Philips Sonicare Toothbrush, simply complete and return this form (to a participating retailer) along with your product and original purchase receipt (keep a copy) to receive



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a full refund.

Name: Address:

Daytime Telephone: Model Number: Date of Purchase: Store Name:

Store Suburb:

Postcode:

Purchase Price: R Return Authorisation No:

**Please select your method of remittance:**

# Electronic Funds Transfer (EFT)

Account Name:

Branch Code: Account Number:

Cheque

Why are you returning this product?

Which brand of toothbrush have you used prior to purchasing this product (Manual or Electric)?

I would like to receive promotional communications – based on my preferences and behaviour

– about Philips products, services, events and promotions. I can easily unsubscribe at any time!

Terms and Conditions for SOUTH AFRICA Philips Sonicare 30 Day Money Back Guarantee Promotion period: 1st September – 31st October 2019.

Promoter: Philips South Africa Commercial Proprietary Limited (Pty) Ltd

## TERMS AND CONDITIONS FOR SOUTH AFRICA PHILIPS SONICARE 30 DAY MONEY BACK GUARANTEE

**Terms and Conditions**

1. These Terms and Conditions, together with the Philips Privacy Policy which is incorporated

by reference into these Terms and Conditions (available at <https://www.philips.co.za> privacy-notice.html), and the Claim form (“**Claim Form**”) contain the entire understanding and agreement between the Promoter and the Claimant in relation to the Philips Sonicare 30 Day Money Back Guarantee (“**Promotion**”). Entry into the Promotion is deemed to be an acceptance of

these Terms and Conditions. Claim not valid in conjunction with any other offer (to the extent permitted by law).

## Promotional Period

1. To be eligible to claim a refund, individuals must have purchased an eligible Philips Sonicare product listed below (“**Eligible Products**”) from the participating retail stores in South Africa. Namely: participating Dischem stores and Takealot.com between 01 September 2019 and 31st October 2019 (“**Purchase Period**”). All Claim Forms must be received by 30 November 2019. For the removal of doubt, any sale by way of a retailer not specifically mentioned herein is specifically excluded. Trade seconds products are excluded.
2. The Philips Sonicare 30 Day Money Back Guarantee is valid for 30 days from the date of purchase as specified on the purchase receipt.

## Who Can Participate

1. Promotion is only open to individuals who are South African residents 18 years and above (“**Claimant**”) who submit a valid claim in accordance with these Terms and Conditions

(“**Claim**”). Corporations, companies, body corporate bodies, groups, organisations and any other corporate bodies and non-corporate bodies are not eligible to participate.

1. Employees and the immediate families of the Promoter and of Promotor’s retail partners and agencies associated with this Promotion are ineligible to participate in the Promotion. Immediate family means any of the following:

spouse, de-facto spouse, child, step-child (whether natural or by adoption), parent, stepparent, grandparent, step-grandparent, uncle, aunt, niece, nephew, brother, sister, step-brother, stepsister or 1st cousin.

## Eligible Products

1. The Philips Sonicare 30 Day Money Back Guarantee is only valid for purchases of the following Eligible Products:

## HX6311/07, HX3214/01, HX6511/44, HX6711/02, HX6231/01, HX8911/04, HX9111/21, HX9331/04, HX9332/04, HX9352/04, HX8331/01, HX3212/15, HX3212/43, HX6732/42 ,HX6857/30, HX6922/03, HX9112/12, HX9112/13, HX9312//01, HX9312/04, HX9326/86, HX9362/67, HX9372, HX3415/07, HX3415/06, HX9372/04

## Claiming Process

1. To be eligible to claim for a refund, Claimants must undertake the following steps:
   1. trial the Eligible Products at least for 30 (thirty) days from date of purchase, but for no more than 30 (thirty) days;
   2. if the customer is not completely satisfied by the performance of the Eligible Product, the customer must;
      1. download a Money Back Guarantee Claim Form from [www.philips.co.za;](http://www.philips.co.za;)
      2. obtain a Return Authorisation Number by calling a customer service representative during business hours on (+27 0 86 108 4456); the Return Authorisation Number must be obtained within 30 (thirty) days from date of purchase. Refunds will only be valid if the Eligible Product is returned within the specified periods.
   3. complete the Money Back Guarantee Claim Form, inputting the Return Authorisation Number; and
   4. return the Eligible Product (in working condition, in its original packaging, with all the original accessories thereof) along with the fully completed Money Back Guarantee Claim Form and the original purchase receipt within the time period in clause 7(b), to participating retailers being Takealot.com and Dischem Stores. Return can only be at store of purchase. Incomplete, indecipherable or illegible claims will be deemed invalid.
2. Claimants must retain their original purchase receipt and the Eligible Product packaging as proof of purchase and for the purposes of submitting a Claim. Failure to produce the proof of purchase when requested may, in the absolute discretion of the Promoter, result in invalidation of a Claimant’s Claim and forfeiture of any right to a refund. The purchase receipt must clearly specify the retailer of purchase and that the purchase was made during the Purchase Period but prior to submitting a Claim.
3. The Promoter reserves the right, at any time, to verify the validity of Claims and Claimants (including a Claimant’s identity, age and place of residence) and reserves the right, in its sole discretion, to disqualify any Claimant who the

Promoter has reason to believe has breached any of these Terms and Conditions, tampered with the claim process or engaged in any unlawful or other improper misconduct calculated to jeopardise

fair and proper conduct of the offer. Errors and omissions may be accepted at the Promoter’s discretion. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights. The Promoter’s legal rights to recover damages or other compensation from such an offender are reserved.

## Refund Process

1. Refunds will only be issued once the Promoter receives: (a) the Eligible Product (in its original packaging); (b) the original purchase receipt; and

(c) the completed Money Back Guarantee Claim Form inclusive of the Return Authorisation Number. Refunds will be issued by either:

1. cheque for those Claimants who elect to receive their refunds via this method, as indicated on their Money Back Guarantee Claim Form; or
2. EFT (electronic funds transfer) for those Claimants who elect to receive their refund via this method, as indicated on their Money Back Guarantee Claim Form.
3. Claimants must ensure that all personal details provided are correct. Claimants are responsible for providing full and accurate bank account details (if electing refund by EFT) or their full and accurate name (if electing refund by cheque). The Promoter will not be responsible for a banking institution rejecting a cheque or EFT payment, or any costs associated with locating any lost monies.
4. Please allow approximately 3-4 weeks from the time the Promoter takes receipt of the Claimant’s Claim Form for payment of the cash back amount to be made.
5. The cash back amount cannot be transferred, exchanged for any other product, or claimed at point of purchase.

## Customer to Pay for Courier Costs

1. Courier costs or any other costs associated with the return of the Eligible Product are the full responsibility of the Claimant and

will not be refunded.

## Changes to Offer

1. If this Claim is interfered with in any way or is not capable of being conducted as reasonably anticipated due to any reason beyond the reasonable control of the Promoter, including but not limited to technical difficulties, unauthorised intervention or fraud, the Promoter reserves the right, in its sole discretion, to the fullest extent permitted by law: (a) to disqualify any Claimant; or (b) to modify, suspend, terminate or cancel the offer, as appropriate.

## Liability

1. Nothing in these Terms and Conditions limits, excludes or modifies or purports to limit, exclude or modify the statutory consumer guarantees as provided under the Competition and Consumer Protection Act, as well as any other implied warranties under said Acts or similar consumer protection laws in the Republic of South Africa. Except for any liability that cannot be excluded by law, the Promoter and the Claimant excludes all liability for indirect, special or consequential, loss or damages (including loss of opportunity), arising in any way out of the Promotion, including, but not limited to, where arising out of the following: (a) any technical difficulties or equipment malfunction (whether or not under the Promoter’s control); (b) any theft, unauthorised access or third party interference;

(c) Claim that is late, lost, altered, damaged or misdirected (whether or not after their receipt by the Promoter) due to any reason beyond the

reasonable control of the Promoter; and (d) any tax liability incurred by a Claimant.

1. To the extent permitted by law, the Promoter is not responsible for any problems or technical malfunction of any telephone network or lines, computer online systems, servers or providers,

computer equipment, software, failure of any email or Claim Form to be received by the Promoter

on account of technical problems or traffic congestion on the Internet or at any Website, or any combination thereof, including any injury or damage to the Claimant’s or any other person’s computer related to or resulting from participation or downloading any materials in connection with this Promotion.

1. Any costs incurred by the Claimant associated with claiming the Promotion, including accessing the Philips’ website, telephone enquiries in relation to the Promotion, and mailing the Claim Form are the sole responsibility of the Claimant.

## Privacy

1. The Promoter’s collection, use and disclosure of personal information (“**PI**”) is subject to Philips’ Privacy Policy (available at <https://www.philips.co.za/a-w/privacy-notice.html>) and is incorporated into this agreement. The Promoter collects PI in order to conduct the Promotion, and may for this purpose, disclose PI to third parties, including but not limited to agents, contractors and service providers and to any Government authorities and agencies. Receipt of the money back guarantee is conditional on Claimants providing this PI and without this PI, Promoter cannot process the Claim.

If the Claimant opts-in by ticking the opt-in box at the time of submitting a Claim Form, Claimants consent to the information they submit with their Claim Form being entered into a database, of

Koninklijke Philips N.V and/or its affiliate companies and this information may be used in any media,

for future promotional, marketing, publicity, research and profiling purposes including sending electronic messages or telephoning the Claimant, without any further reference or payment or other compensation to the Claimant. All PI of the Claimant will be stored by Koninklijke Philips N.V. and/or its affiliate companies and is subject to Philips Privacy Policy. A request to access, update or correct any information or to opt out of receiving any communications can be made through the Philips Privacy Policy website. Each Claim Form becomes the property of the Promoter. Unless otherwise indicated by the Promoter, the Promoter may disclose PI overseas. By participating in this Promotion, individuals consent to the overseas transfer.

## Promoter

1. The Promoter is Philips South Africa Commercial (Pty) Ltd situated at Philips Building, Woodmead North Office Park, 54 Maxwell Drive, Woodmead South Africa (**“Promoter”**). Claims will be processed by Takealot.co. and Dischem stores

For more information about this Promotion, call +27 11 471 6000 or visit [www.philips.co.za](http://www.philips.co.za)

For more information on our products visit: [www.philips.co.za](http://www.philips.co.za)