

Satisfaction Money Back Guarantee Claim Form

To claim, please return, in person, to the product to the below addresses:

Gulf Electronics Service Center at Mussafah, Behind Caterpillar, Abu Dhabi, United Arab Emirates;

Contact No.: 02 5553754/ 02 5559292

Workshop working days:
9.00 am to 5.30 pm Sunday- Thursday

Important

The address above is for this offer only. If your product is faulty or you have a query regarding your claim Please contact our store locations as mentioned above. You can also connect with Philips care team at below mentioned numbers for any further information.

We will use your personal data you provide for the purposes of performing this offer

If you are happy to be contacted for the purposes of providing feedback on the product, please tick here

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Details required for Claim back

Original receipt of purchase (photocopies not accepted)

Please explain briefly, why you are not satisfied with your Philips product:

Date of purchase:

Store of purchase:

Your name:

Address:.....

Emirate/Country:.....

Postcode:

Daytime Tel number:.....

I am hereby confirmed that I received my product invoice amount against Philips Money Back Guarantee Claim & Have NO grievance further to make.

Customer Signature :

Philips Coffee Machine 60 Day Challenge (Money Back Guarantee Offer) UAE

Terms & Conditions

Offer description:

Gulf Electronics is offering you the chance to claim a refund of the full purchase amount if you have used your Philips Coffee Machine EP5447, EP5547, EP3246, EP3347, EP2220, EP4446 (“Eligible Product”) for at least one sixty (60) days (as recommended) and are not completely satisfied with the performance of such Eligible Product (“Offer”).

Terms and Conditions:

1.To be eligible to claim a refund of the full purchase amount for the Eligible Product, individuals must: Purchase an Eligible Product during the Purchase Period from online valid from AUG 15th till Dec 31st 2025.

The following are participating E-tailers:

Online E-tailers: GEC WEBSTORE

2. Any retailer/e-tailer not listed above is not a participating retailer and products purchased from these stores will not be eligible for return and full refund.
3. The Eligible Product **cannot** be returned to the participating E-tailer where the customer purchased the Eligible Product. Eligible product(s) must be returned to the service centers outlined in Section C.1 below.
4. Use the Eligible Product in the recommended manner continuously for a minimum of one sixty (60) days.
5. If after one sixty (60) days usage, the customer is not fully satisfied with the Eligible Product, he or she can submit a Money Back Guarantee Claim Form (“Form”) as further detailed in Section C herein below.
6. Customer must submit the Form within one 1 month from purchase of the Eligible Product. Any returns after one (1) month of Eligible Product purchase will not be accepted.
7. Keep the Eligible Product with the original purchase receipt of Eligible Product.
8. Not have submitted a dissatisfaction claim for a Philips Coffee Mahcine from the same Product Category (Beauty) in the twelve (12) months prior to submitting the Form
9. Not be an employee of Promoter (and their immediate families) or a participating retailer or agency. Immediate family means any of the following: spouse, child, parent, grandparent, uncle, aunt, niece, nephew, brother, sister, or first cousin.

How to avail the Offer:

10. To be eligible to avail the Offer, individuals must undertake the following steps:

11. Visit our following service center:

“Gulf Electronics” Service Center at Mussafah, Behind Caterpillar, Abu Dhabi, United Arab Emirates;

12. Fill out and complete the Form at any of the above Centers inputting the appropriate details.
13. Return the Eligible Product, attachments, power adaptor along with the original purchase receipt of the Eligible Product to either of the Centers.
14. Product cannot be mailed or couriered to the Center. The eligible Product must be delivered in person.
15. If Forms are accepted, refunds will be processed and issued by either of the Centers and cash refund, for the amount outlined on the eligible receipt including all associated taxes, to be provided.
16. Individuals must ensure that all personal details provided in the Form are correct. Incomplete, indecipherable or illegible Forms will be deemed invalid.
17. Only two (2) Forms permitted per household.

Promoter’s Rights:

18. The Promoter reserves the right, at any time, to verify the validity of any claims (including an individual’s identity, age and place of residence) and reserves the right, in its sole discretion, to disqualify any individual whom 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 that jeopardized fair and proper conduct of the Offer.
19. The Promoter reserves its legal rights to recover damages or other compensation from such an offender.

Product received in working condition and along with all the accessories

Workshop In charge Signature :