When am I entitled to repairs within my warranty period?

The Philips warranty applies provided the product has been handled properly for its intended use and in accordance with the operating instructions.

What is excluded from this entitlement?

The warranty does not cover for the losses consequent in nature, including but not limited to loss of data or loss of business and does not apply if:

- The proof-of-purchase has been altered in any way or made illegible
- The model number, serial number or production date code on the product has been altered, removed or made illegible.
- Repairs or product modifications have been carried out by unauthorized service organizations or persons
- The product is being used for commercial purpose
- The defect is caused by abuse of the product or by environmental conditions that are not in conformance with the recommended operations of the product as stated in the User Manual of the product
- The defect is caused by connection to peripherals, additional equipment or accessories other than those recommended by Philips
- The unit has been damaged, including but not limited to damage by animals, lightning, abnormal voltage, water or fire, natural disaster or transportation
- The product is defect due to wear of parts, which can be considered as wearable- or consumable parts by their nature
- The product does not function properly because it was not originally designed, manufactured, approved and/or authorized for the country where you use the product, which might occur in instances where the product has been purchased in another country other than that of its intended use.
- The product does not function properly due to problems with access to and or connection with service providers, such as interruptions in the access networks (e.g. TV cable, satellite or 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).