

Philips LED retrofit headlight bulbs Extended warranty

Dear Sir/Madam,

We have the pleasure to inform you about our extended warranty process for Philips LED retrofit headlight bulbs, valid for all products purchased from March 1st 2019.

For the extended warranty we distinguish the following product ranges:

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|---------------------------------------|----------------------------------------------------------------|
| 1. Philips LED Ultinon | : 3-year warranty (2 years standard + 1 years extended) |
| 2. Philips LED X-tremeUltinon | : 5-year warranty (2 years standard + 3 years extended) |
| 3. Philips LED Ultinon Pro9000 | : 5-year warranty (2 years standard + 3 years extended) |
| 4. Philips LED Ultinon Pro5000 | : 3-year warranty (2 years standard + 1 years extended) |

Background information

Product failures definition: it is to be understood that products are recognized as defective if and only if, a technical analysis of the part in a Lumileds branch or authorized service center confirms a development, design or production failure.

Process for consumers to benefit from this extended warranty

We ask the consumers to send defective products to Lumileds for analysis. Please be aware that complaints regarding products that have been modified (e.g. cut cables), altered or tampered with or shown obvious signs of misuse or that are fake or counterfeit, shall not be accepted.

Together with product return, we require the following information to be able to treat your request:

- Contact details: first + last name, address, country, email.
- Proof of purchase: date of purchase clearly indicated and showing the address of the seller or point of sale (mandatory). For this a picture will do
- Date of registration of the vehicle, and date of installation of the product
- Type of vehicle
- Date of repair and description of defect
- The scope of the defective product
- Confirmation email of registration to LED extended warranty.

How to contact Lumileds

- For the cost-free return of your product, please list the defective product you wish to return and send an e-mail upfront to: repaircenter@servicebureau.nl
- Upon receipt of the e-mail request, you will be provided with a free-of-charge DHL label for pick-up
- After analyzing the products by our quality assurance team, a feedback will be provided within 1-2 weeks
- In case the complaint is justified, the product will be exchanged like-for-like or if otherwise agreed a credit note will be provided (if product is not anymore on the market)
- Products of which complaints are not proven to be justified, will be returned to your attention

Please ship your defective product with the proof of purchase to:

**Service Bureau Jansen
Lumileds Automotive
De Schakel 17
5651 GH Eindhoven
The Netherlands**

In addition, you can contact us via our hotline for technical issues or individual complaints, reporting and follow-up. The email address can be found on our website: www.philips.com/contact-automotive

The phone numbers of our hotline underneath are also presented on www.philips.com/contact-automotive. The department is reachable from Monday to Friday between 9.00AM and 18.00PM. You can also contact us via a web form available in the same section as for phone numbers.

Local phone numbers to Philips automotive call centre:

Region	Country	Phone Number
BENELUX	Netherlands	+31 (0) 20 504 0609
	Belgium	+32 (0) 22 75 0680
DACH	Germany	+49 (0) 696 641 0332
	Switzerland	+41 (0) 223 10 0971
	Austria	+43 (0) 150 1 595 200
IBERICA	Spain	+34(0) 913 49 6520
NORDIC	Denmark	+45 (0) 35 44 42 02
	Sweden	+46 (0) 857 92 9001
	Finland	+358 (0) 922 90 1992
FRANCE	France	+33 (0) 170 360 464
ITALY	Italy	+39 (0) 024 528 1034
UK & IRELAND	United Kingdom	+44 (0) 208 822 3611
	Ireland	+353 (0) 14 11 8988
POLAND & BALTICS	Poland	+48 (0) 22 163 2832
RUSSIA	Russian Fed.	+7 (0) 499 272 2063

With kind regards,
Lumileds Automotive