

Philips Warranty Summary

Ease of Use / Ownership Support
Philips Consumer Call Center
WWW.PhilipsUSA.com



PHILIPS

Philips is committed to providing ownership support to all consumers for our products. The Philips Call Centers and Service Company are available for end consumers to get instructions for hook up or use, as well as warranty service for in home, carry in, or depot repairs. Warranty periods based on verified date of retail purchase from authorized dealer.

Home Audio Components, Audio CD-R, and Shelf Systems

Field Service Warranty by Philips Authorized Centers

Products have a 1 year Parts and Labor warranty
Call 1-800-531-0039

Home Theater / Cinema Systems

Field Service Warranty by Philips Authorized Centers

Products have a 1 year Parts and Labor warranty
Call 1-800-531-0039

COLOR TV

Field Service Warranty by Philips Authorized Centers

Products have a 2 years CRT, 1 year Parts and 90 days Labor warranty
All Color TV sets 25" and above have in home service available
Call 1-800-531-0039

Projection COLOR TV

Field Service Warranty by Philips Authorized Centers

Products have a 2 years CRT, 1 year Parts and Labor warranty
Call 1-800-531-0039

Direct TV (Satellite Systems)

One (1) Year Limited Exchange Warranty Program

Products have a 1 year Parts and 90 days free Labor warranty
Call 1-800-464-1131.

DVD - (Digital Video Discs)

One (1) Year Limited Exchange Warranty Program

Replacement unit provided at no charge for first 90 days after purchase
Reduced cost replacements offered for 91 - 365 days after purchase
Call 1-800-531-0039

DVD+RW (DVD Home Recorder)

Field Service Warranty by Philips Authorized Centers

Products have a 1 year Parts and Labor warranty
Call 1-800-242-9225.

LCD TV (Liquid Crystal Display)

Field Service Warranty by Philips Authorized Centers

Products have a 2 years LCD panel, 1 year Parts and 1 year Labor warranty
Call 1-800-438-1398

FTV PLASMA (Flat TV Plasma)

Field Service Warranty by Philips Authorized Centers

Products have a 2 years plasma panel, 1 year Parts and 1 year Labor warranty
Call 1-800-464-1264

PC PERIPHERALS

One (1) Year Limited Exchange Warranty Program

Call 1-888-541-5837 for CDRW

Call 1-888-541-7794 for DVDRW

Call 1-800-835-3506 for PC Speakers and Sound Cards

MONITORS and LCD PROJECTORS

One (1) Year Limited Exchange Warranty Program

Call 1-877-835-1838 for Computer Monitors

Call 1-888-673-4672 for LCD Projectors

*Any NEW monitor purchased on or after 5/1/98 carries three (3) years parts and labor - 1 year exchange.

*Any REFURBISHED monitor purchased on or after 5/1/98 carries 1 year return to depot.

DIGITAL NETWORK PRODUCTS

One (1) Year Limited Exchange Warranty Program

Call 1-888-813-7069 for Web TV.

Call 1-800-260-7032 for TiVO.

PORTABLE AUDIO

One (1) Year Limited Exchange Warranty Program

Portable CD products, personal portable CD players, MP3 Portable audio CD Clock Radios,

Replacement unit provided at no charge for one (1) year after purchase

Call 1-800-531-0039

TV/VCR or TV/DVD Combination Models (Combis)

Field Service Warranty by Philips Authorized Centers

Products have a 1 year Parts and 90 days free Labor warranty

VIDEO CASSETTE RECORDERS/PLAYERS

One (1) Year Limited Exchange Warranty Program

Call 1-800-531-0039

Replacement unit provided at no charge for first 90 days after purchase

Reduced cost replacements offered for 91 - 365 days after purchase

Pronto Remote Controls

One (1) Year Limited Exchange Warranty Program

Replacement unit provided at no charge for one (1) year after purchase

Call 1-800-835-3506.

CONSUMER EXCHANGE ADDRESS FOR EXCHANGE WARRANTY:

Philips / GCS

Suite A

406 N. Irish Street

Greeneville, TN 37743

For Exchange Warranty, please follow guidelines

* Proof of Purchase from Authorized Philips Dealer

* Complete Name, Address, and Phone Number (No P.O. Box)

* Complete product with all accessories such as remote control

* Pack product carefully to avoid damages or abuse

* Product must be sent freight prepaid through a trackable shipper