

IQOS ILUMA i

ENGLISH

CUSTOMER CARE

Croatia

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Republic of Moldova

DURATION

The duration of this warranty is:

Croatia	12 months from the date of delivery
Moldova	12 months from the date of purchase
Slovenia	12 months from the date of delivery

VOLUNTARY WARRANTY

What this warranty covers

The Philip Morris International entity listed under the heading of Customer Care will, at its option (but without affecting your statutory rights), repair or replace any components which are defective in terms of material or workmanship when used in accordance with the associated IQOS™ User

Guide and which are subject to a valid voluntary warranty claim. If repair is not possible, replacement will be provided with a product or respective component of equivalent functionality. To the extent permitted by local law, the replacement color and/or model are subject to such color and/or model availability. The provisions of this warranty are only valid in the country of purchase.

What is excluded from this warranty

The following are excluded from the terms of this warranty: a) uninterrupted and error free functionality of the product; b) malfunction and/or damage caused by normal wear and tear or otherwise due to aging of this product; c) cosmetic damages (such as scratches, dents, broken plastic etc.) that do not impact the functionality of the product; d) damage caused by misuse, power surge, improper handling, liquid contact or fire; e) malfunction due to use with non-compatible product, manufactured either by Philip Morris International or third party manufacturers; f) damage or malfunction caused by attempt to open, modify (including modifications to the firmware) and repair, either by a user or by a service provider not accredited by the manufacturer; g) damage or malfunction caused by failure to use as described in the associated IQOS User Guide or in contravention of the firmware license agreement; h) IQOS holder and/or charger battery performance degradation. The holder and/or charger batteries are consumable parts and their performance degradation and use over time is not a manufacturing or a workmanship defect and is excluded from this warranty*; i) product containing fully or partially non-genuine parts; j) product for which serial numbers have been removed or altered.

*For more information about battery performance, please consult our FAQs and Support pages on [iqos.com](https://www.iqos.com).

Information on how to make a claim

Before making a claim, please access and review the associated IQOS User Guide, and quick self-service support available on the website above. To make a claim under this voluntary warranty, you can access 24/7 our online diagnosis tools or contact Customer Care number above during their opening hours. Ensure that you have your proof of purchase to make a claim. Registration of your product serial number and date of purchase on the website above for your relevant market is recommended for faster service, without presenting a proof of

purchase. If you choose not to register your product, please ensure you have your proof of purchase before making a warranty claim. The warranty claim may be refused if the proof of purchase is not available, has been altered, or is illegible. Where applicable, in the absence of the proof of purchase or product registration, the company reserves the right to voluntarily apply the warranty duration starting from the manufacturing date of product in question based on its own records.

Customer responsibilities for voluntary warranty support

When making a claim under this voluntary warranty, you must:

- Follow the support procedures specified by the service provider (problem determination, resolution, product return);
- In case of replacement, return the defective product as instructed by the service provider;
- In case of replacement, before returning the defective product, remove any customization accessories purchased separately from the product.

Other terms

Where an exchange takes place, then any replacement of the defective component becomes your property and the replaced component becomes the property of the entity which makes the exchange. The replacement component or device may not be new, but it will be in good working condition and at least functionally equivalent to the original. The replacement of the defective device or component shall be warranted for the balance of the remaining duration of the warranty period on the original product. The information provided by you will be used as described in consumer privacy notice at www.pmiprivacy.com.