

IQOS ILUMA

ENGLISH

CUSTOMER CARE

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Address: Philip Morris

Trading S.R.L.

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Address: Philip Morris

Bulgaria Ltd.

32 Atanas Dukov Str.,
"M Plaza" Office Building,
fl. 2, Sofia 1407

Cyprus

Freephone: 8000 8803

E-mail:

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Website: www.iqos.com

Address: CASSANDRA TRADING LTD,

3rd Karava Street, Industrial Zone,
Pera Horio Nissou, 1507, Nicosia,
Cyprus

VOLUNTARY WARRANTY

Duration

The duration of this warranty, relevant to your country of purchase, is as follows:

Greece	12 months from date of purchase
Romania	12 months from date of purchase
Bulgaria	12 months from date of purchase
Croatia	12 months from date of purchase
Slovenia	12 months from date of purchase
Cyprus	12 months from date of purchase

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 holder and/or charger of IQOS ILUMA™ branded products 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 colour and/or model are subject to such colour 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 ageing 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) product battery performance degradation. 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; k) any malfunctions caused by the firmware of the product, including where your product is not using the latest version of the firmware, unless these malfunctions have occurred due to a defect in materials or workmanship. Note that in accordance with the terms of the firmware license agreement (which is available on the website above for your relevant market), the firmware is provided “as-is,” without any warranty; l) faults due to improper operation of “autostart” and/or “double tap” features* that do not impact the functionality of the product.

*For more information about battery performance or available features for your product, please consult 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 for your relevant market.

To make a claim under this voluntary warranty, please contact your Customer Care number above for assistance or visit one of our service points. For the up-to-date list of service points, please refer to the website above for your relevant market.

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 customisation 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

Additional legal rights for consumers

The rights conveyed under this voluntary warranty are in addition and without prejudice to all rights and remedies provided by consumer protection laws in the country of purchase. In EU member states buyers are entitled by law to rights and remedies from the seller free of charge, for at least two years, in respect to any defect existing at the time of delivery.