



Voluntary recall return policy Philips Avent SCD620 Baby Monitor

Philips is dedicated to manufacturing the highest quality products possible. As part of its commitment to the highest standards of quality and consumer safety, Philips is voluntarily recalling and replacing a limited number of the Philips Avent Digital Video baby monitor, the SCD620 series. Only SCD620 models produced between January 2016 and March 2018 are affected.

The models can be identified via the serial numbers that can be found on stickers on the bottom of the parent unit. Only SCD620's with serial numbers starting with TM5A, TM5B, and TM5C are produced before week 1814 and are thus equipped with a 2200mAh battery and are in scope of the voluntary recall. These products are eligible for return and replacement or credit (or, in certain circumstances, replacement only). [More information can be found on www.philips.com/babymonitor-recal].

Please follow the instructions below to have your product replaced or refunded:

- Please stop using and charging the product.
- Please discharge the battery until it switches off.
- Please prevent exposure to extreme temperatures, like hot surfaces, direct sunlight, freezing conditions.
- Please keep the product dry.

For return of the product by consumer the following condition applies:

In case of return of the product to an e-waste point:

- Consumer must comply with above mentioned instructions.
- Consumer declares that he/she will not resell the product via any third party.
- Consumer declares disposal of product at e-waste point via declaration on registration website.
- Upon registration of the serial number of the product by consumer via registration website or call center, a new product will be sent to the consumer free of charge, or consumer will receive a refund for the product.

In case of return of the product at one of the service centers:

- Consumer must comply with above mentioned instructions
- Consumer declares that he/she will return of the product at the service center.
- Upon receipt by service center of product, a new product will be sent/replaced to the consumer free of charge, or consumer will receive a refund for the product.

In case of return of the product via transportation:

- Consumer must comply with above mentioned instructions
- Consumer must comply with packaging requirements as set out by Philips.

For privacy T&C, please find them here <www.philips.com/privacynotice>

