

**PHILIPS**

***NORELCO***

Multigroom  
Grooming Kit



**QG3280**

Rechargeable  
Cordless

Register your product and get support at  
[www.philips.com/norelco](http://www.philips.com/norelco)

# **IMPORTANT SAFETY INSTRUCTIONS**

When using an electrical appliance, basic safety precautions should always be followed, including the following:

**Read all instructions before using this appliance.**

## **DANGER**

**To reduce the risk of electric shock:**

1. Do not reach for a corded charging stand that has fallen into water. Unplug immediately.
2. Charging stand is not for immersion or for use while bathing or in a shower.
3. Do not use an extension cord with this appliance.
4. Do not place or store charging stand where it can fall or be pulled into a tub or sink. Do not place in or drop into water or other liquid.
5. Always unplug the charging stand from the electrical outlet immediately after use, except when groomer is (re)charging.
6. Unplug and remove power supply cord from charging stand before cleaning.
7. The batteries used in this device may present a fire or chemical burn hazard if mistreated. Do not disassemble, heat above 100°C (212°F) or incinerate.

## **WARNING**

**To reduce the risk of burns, fire, electric shock or injury to persons:**

1. Close supervision is necessary when this appliance is used by, on, or near children or invalids.
2. Use this groomer/stand for its intended household use as described in this manual. Do not use attachments not recommended by Philips Electronics North America Corporation.
3. Never operate this groomer if it has a damaged cord or plug, if it is not working properly, if it has been dropped, damaged, or dropped into water while plugged in. For assistance call 1-800-243-3050.
4. Keep the groomer/stand, cord and any attachments away from heated surfaces.
5. Never drop or insert any object into any opening.
6. Do not operate, charge, clean or plug in groomer outdoors or where aerosol (spray) products are being used or where oxygen is being administered.
7. Always check foil, cutters, cutting unit, combs and trimmers before using the groomer. Do not use the groomer if foil, cutters, cutting unit, combs or trimmers are damaged, as injury may occur.
8. Always attach plug to groomer first, then to outlet. To disconnect, turn on/off switch to "OFF" position, then remove plug from outlet.
9. To prevent possible damage to the cord, do not wrap cord around the groomer/stand.
10. Never put groomer/stand in direct sunlight or store at a temperature above 140°F.
11. This groomer is for use on human hair only. Do not use this groomer for any other purpose.
12. Groomer is water-safe and can be rinsed under running tap water or used in the shower. Do not submerge groomer in water.
13. Never immerse the charging stand in water or rinse under the tap.
14. Always store your groomer, stand, attachments and power plug in a moisture-free area. Make sure the cord is disconnected from the groomer.
15. Only use the power plug supplied with the appliance.

## **SAVE THESE INSTRUCTIONS**

**IMPORTANT: The power plug contains a transformer. Do not cut off the power plug to replace it with another plug as this will cause a hazardous condition.**

**IMPORTANT: YOUR GROOMER CONTAINS A LITHIUM-ION RECHARGEABLE BATTERY.**

See Battery Removal Instructions.

## Registration

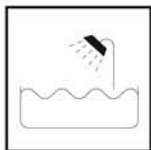
Congratulations on your purchase and welcome to Philips Norelco!

To fully benefit from the support that Philips Norelco offers, register your product at [www.philips.com/norelco](http://www.philips.com/norelco)

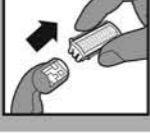
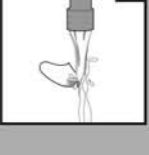
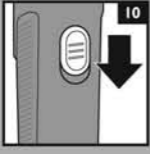
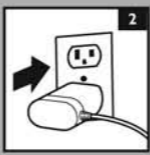
## Features



- A Bodygroomer Shaver
  - B On/Off Switch
  - C Handle
  - D Charging Light
  - E Charging Stand
  - F Socket for Appliance Plug
  - G Hair Length Setting Selector
  - H Mini Shaver
  - I Precision Trimmer
  - J Trimmer
  - K Nose/Ear Hair Trimmer
  - L Body Trimming Comb
  - M Beard & Moustache Comb
  - N Hair Clipper Comb
  - O Hair Length Setting Indicator
  - P Storage Pouch
  - Q Adapter
  - R Appliance Plug
  - S Cleaning Brush
- Full Two-Year Warranty  
45-Day Money-Back Guarantee



This symbol indicates that the Groomer can be used in the bath or shower.



## Put It To The Test

Like many new products, your Philips Norelco Multigroom Grooming Kit may take a little getting used to. If you are using an electric Groomer for the first time, or if you've been using a different brand, take the time to acquaint yourself with your new Grooming Kit.

Your Multigroom Grooming Kit features head to toe styling with a Bodygroom shaver and powerful lithium-ion battery combined with all the attachments make trimming facial hairs or hair clipping goof proof.

Throw your scissors away and put your new Multigroom Grooming Kit to the test. We guarantee precise, professional results or Philips Norelco will refund you the full purchase price as long as the request is received within 45 days of purchase.

## To Charge/Recharge

- ▶ Fully charge Groomer before using for the first time or after non-use for a long period of time.
- ▶ Charging, recharging or using Groomer at temperatures below 40°F or higher than 95°F adversely affects lifespan of the battery.
- ▶ If the Groomer is subjected to a major change in temperature, pressure or humidity, let the Groomer acclimatize for 30 minutes before using.

**1** Be certain Groomer is OFF.

**2** Connect appliance plug to charging stand (fig. 1). Plug adapter into any 120VAC outlet (fig. 2). Use only the cord provided.

**3** Put the Groomer in the charging stand (fig. 3). You will hear a 'click'.

**4** The Charging Light will blink green to indicate the Groomer is charging (fig. 4).

▶ It will take approximately 1 hour to fully charge the Groomer for a cordless trimming time of up to 50 minutes.

**5** After the Groomer is fully charged, the Charging Light will light up green continuously.

NOTE: After approximately 30 minutes, the Charging Light goes out to save energy.

**6** The Groomer can also be charged by plugging the appliance plug directly into the Groomer.

**7** Disconnect the cord and unplug from electrical outlet.

## Trimming

- ▶ Use this Groomer for its intended household use as described in this manual.
- ▶ Make sure that the Groomer is fully charged before you start trimming. This Groomer will not operate while cord is connected to electrical outlet.
- ▶ Make sure hair is clean and dry.
- ▶ Always comb the hair with a styling comb in the direction of growth before you start trimming.

Do not move the Groomer too fast. Make smooth and gentle movements.

**1** Charge according to directions. Remove Groomer from charging stand, unplug from outlet and remove cord.

**2** Slide ON/OFF switch ON to begin trimming.

**3** If the charge runs low, the charging light will light up orange.

**4** Connect appliance plug to charging stand or Groomer. Charging for 10 minutes gives you 10 minutes of trimming time.

## Body Trimming with Body Trimming Comb

- 1 Put the trimmer on the Groomer handle (fig. 5). You will hear a 'click'.
- 2 Slide the body trimming comb into the guiding grooves on both sides of the handle (fig. 6). You will hear a 'click'.
- 3 Press the Hair Length Setting Selector (1) and slide it to the desired setting (2) (fig. 7). See Table 1 for settings.
- 4 The setting selected will appear on the back of the Groomer.
  - ▶ If you are trimming for the first time, start by using the comb at the maximum trimming length setting (7/16 in/11mm) to prevent accidentally trimming hairs too short. As you become familiar with the settings, adjust Hair Length Setting Selector to desired trimming length. Selector will 'click' into position at each setting.

**Table 1. Body Trimming**

Remaining hair length (mm)	Remaining hair length (in.)
3mm	1/8 in
5mm	3/16 in
7mm	9/32 in
9mm	3/8 in
11mm	7/16 in

- 5 Switch the Groomer ON (fig. 8).
- 6 To trim the most effective way, move the Groomer slowly against the direction of hair growth (fig. 9). Make sure the surface of the comb always stays in contact with the skin.

NOTE: Since all hairs do not grow in the same direction, you may want to try different trimming directions (i.e., upwards, downwards, or across). Practice is best for optimum results.

  - ▶ If a lot of hair has accumulated in the comb, remove the comb and blow and/or shake the hair out of the comb. You can also use the cleaning brush provided to remove hair from the comb area.
  - ▶ **REMEMBER:** You must reset the hair length setting selector back to your desired setting every time you replace the comb on the appliance.
  - ▶ The remaining hair length corresponds with the smallest distance between the cutting blade and the spot where the comb is in contact with the skin.
  - ▶ If you are trimming sensitive areas, always use the Groomer with the body trimming comb.
- 7 Turn off Groomer (fig. 10). Rinse the comb clean after each use.

## Body Shaving with Bodygroom Shaver

- Do not use this Groomer to shave facial or scalp hair. The Groomer should only be used on skin below the neckline.
- When shaving sensitive areas, you may feel some discomfort, irritation or reddening of the skin. This is normal as your skin needs time to adjust to shaving.
- If your hair is longer than 13/32 in/10 mm, trim hair with the body trimming comb first for optimum shaving results.
- For dry use, be certain your skin is clean and dry before using the Groomer.
- For wet use, you may prepare your skin with lathered soap or shaving foam before using the Groomer.
- Do not use the shaver if foil or cutters are damaged or broken as injury may occur.
- Make sure the shaving foil is in complete contact with your skin for the closest shave and minimum foil wear.
- Pressing too hard may cause skin irritation.
- Practice is best for optimum results.

**1** Put the Bodygroom Shaver on the Groomer handle (fig. 11). You will hear a 'click'.

**2** Switch the Groomer ON (fig. 8).

**3** Stretch your skin taut with your free hand and gently press Groomer to skin and move it slowly and smoothly, making sure the shaving foil is in full contact with the skin (fig. 12).

Do not press too hard. Too much pressure can distort the foil and cause skin irritation.

**4** Always move the Groomer against the direction of hair growth (fig. 13).

**5** Turn OFF Groomer (fig. 10). Clean the body shaver after each use.

## Hair Clipping

- Make sure that the appliance is fully charged before you start clipping hair. The appliance will not operate while cord is connected to electrical outlet.
- Before you start clipping, make sure that the head of the person whose hair you are cutting is at the same level as your chest so that all parts of his/her head are clearly visible and within easy reach.
- Make sure the hair is clean and dry.
- Before you begin, comb the hair in the direction of growth (fig. 14).
- To achieve optimal clipping results, always move the appliance slowly through the hair against the direction of hair growth.

## Clipping with hair clipping comb

- 1** Put the trimmer on Groomer handle (fig. 5). You will hear a 'click'.
- 2** Slide the hair clipping comb into the guiding grooves on both sides of Groomer handle and push until you hear it 'click' into place (fig. 15).
- 3** Press the Hair Length Setting Selector (1) and slide it to the desired setting (2) (fig. 16). See Table 2 for settings.
- 4** The setting selected will appear on the back of the Groomer.

When you are clipping for the first time, start at the maximum clipping length setting (#6) to familiarize yourself with the appliance and prevent accidentally trimming hairs too short. As you become familiar with the settings, adjust the Hair Length Setting Selector to desired trimming length. Selector will 'click' into position at each setting.

**Table 2. Hair Clipper**

Barber Setting	Remaining hair length (in.)/(mm)
#1	1/8 in/3mm
•	3/16 in/5mm
#2	9/32 in/7mm
#3	3/8 in/9mm
•	7/16 in/11mm
#4	1/2 in/13mm
#5	5/8 in/15mm
•	11/16 in/17mm
#6	3/4 in/19mm

- 5** Switch the Groomer ON (fig. 8).
  - 6** Make sure that the flat part of the comb is always in full contact with the scalp to obtain an even result (fig. 17).
  - 7** Move the appliance slowly over the crown from different directions to achieve an even result (fig. 18).
  - 8** Always move the appliance against the direction of hair growth.
  - 9** Make overlapping passes over the head to ensure that all hair that should be cut has been cut.
  - 10** Turn the Groomer off and remove the hair clipping comb often to blow and/or shake out hair that has accumulated.
- **REMEMBER:** You must reset the hair length selector back to your desired setting every time you replace the hair clipping comb on the appliance.

*Tip: Write down the settings you have used to create a certain hairstyle as a reminder for future clipping sessions.*



## Contouring without the hair clipping comb

► Use the Groomer without a comb to clip hair very close to the skin (3/64in./1mm) or to contour the neckline and area around the ears.

**1** Remove the hair comb by pressing the Hair Length Setting Selector (1) and slide the comb upwards (2). Pull comb off Groomer (fig. 19).

Be careful when you are clipping without comb attachment as when the Clipper is turned on it will remove every hair it touches.

**2** To contour the hairline around the ears, comb the hair ends over the ears.

**3** Tilt the Groomer in such a way that only one edge of the cutter blades touches the hair ends when you shape the contours around the ears (fig. 20).

Only cut the hair ends. The hairline should be close to the ear.

**4** To contour the nape of the neck or sideburns, turn the Groomer and hold it with the cutter blades pointing downwards (fig. 21).

**5** Move the Groomer slowly and smoothly following the natural hairline.

## Trimming your Beard & Moustache with Beard & Moustache Comb

**1** Put the trimmer on Groomer handle (fig. 5). You will hear a 'click'.

**2** Slide the beard & moustache comb into the guiding grooves on both sides of the handle and push until it 'clicks' into place (fig. 22).

**3** Press the Hair Length Setting Selector (1) and slide it to the desired setting (2) (fig. 23). See Table 3 for settings.

► If you are trimming for the first time, start by using the comb at the maximum trimming length setting (23/32 in/18mm) to prevent accidentally trimming hairs too short. As you become familiar with the settings, adjust Hair Length Setting Selector to desired trimming length. Selector will "click" into position at each setting.

**4** Switch the Groomer ON (fig. 8).

**5** To trim in the most effective way, move the Groomer against the direction of hair growth. Make sure the surface of the comb always stays in contact with the skin.

NOTE: Since all hairs do not grow in the same direction, you may want to try different trimming directions (i.e., upwards, downwards, or across). Practice is best for optimum results.

► If a lot of hair has accumulated in the comb, remove the comb and blow and/or shake the hair out of the comb. You can also use the cleaning brush provided to remove hair from the comb area.

**Table 3. Beard Trimmer**

Remaining hair length (mm)	Remaining hair length (in.)
2mm	5/64 in
4mm	5/32 in
6mm	1/4 in
8mm	5/16 in
10mm	13/32 in
12mm	15/32 in
14mm	9/16 in
16mm	41/64 in
18mm	23/32 in

► **REMEMBER:** You must reset the hair length selector back to your desired setting every time you replace the comb on the appliance.

► The remaining hair length corresponds with the smallest distance between the cutting blade and the spot where the comb is in contact with the skin.

## **Beard Trimming Without Beard & Moustache Comb**

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Remove comb if you are:

- ▶ Defining hair lines
  - ▶ Trimming nape of neck
  - ▶ Removing single, unwanted hairs
- 1** Be certain the Groomer is in the OFF position.
  - 2** Remove the comb by pressing the Hair Length Setting Selector (1) and slide the comb upwards (2). Pull comb off Groomer.
  - 3** Switch the Groomer ON.
  - 4** Make well-controlled movements. Touch the hair/skin lightly with the Groomer.

## **Styling/Contouring with Precision Trimmer**

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- ▶ Use the precision trimmer to cut shapes in beard hair or scalp hair.
  - ▶ Be careful when using the precision trimmer as it removes every hair it touches.
- 1** Put the precision trimmer on the Groomer handle (fig. 24).
  - 2** Make careful and controlled movements with the precision trimmer.
  - 3** For best results, move the precision trimmer against the direction of hair growth making sure it is in full contact with the skin (fig. 25).

## **Shaving With Mini Shaver**

Use the narrow mini shaver to shave along contoured edges to remove any stubble while creating a smooth, well-defined beard line.

- ▶ Before using the mini shaver, always check it for wear and damage. If the mini shaver shows signs of wear or damage, do not use it as injury may occur. Do not use the mini shaver until it has been replaced.
- 1** Pre-trim the contours desired with the trimmer or precision trimmer without a comb attachment.
  - 2** Put the mini shaver on the Groomer handle.
  - 3** Gently press the mini shaver onto the skin and shave along contoured edges to remove any stubble. Do not press too hard (fig. 26).

## Using Nose/Ear Hair Trimmer

- 1 Be certain the Groomer is in the OFF position.
- 2 Remove the trimmer by pulling it off the Groomer handle.
- 3 Put the nose/ear hair trimmer on the Groomer handle (fig. 27). You will hear a 'click'.

### Trimming Nose Hair

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- ▶ Make sure nasal passages are clean.
- 1 Place nose/ear hair trimmer attachment on Groomer handle (fig. 27).
  - 2 Switch the Groomer ON and insert the tip of the attachment into one nostril (fig. 28).

**CAUTION: Do Not insert the tip more than 3/16 in./5mm into your nostril.**

- 3 Slowly move the tip in and out while turning it around at the same time in order to remove unwanted hair. For best results, make sure the side of the tip is firm against skin. This will reduce the tickling effect that can occur during trimming of nose hair.
- 4 Turn off Groomer. Rinse attachment clean after each use.

### Trimming Ear Hair

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- ▶ Clean outer area of ear and ear canal. Make sure it is free of wax.
  - ▶ Nose/ear hair trimmer should be on the Groomer.
- 1 Switch the Groomer ON and move the tip softly around the edge of ear to remove hairs extending beyond the outer ear (fig. 29).
  - 2 Carefully insert the tip into outer ear canal (fig. 30).

**CAUTION: Do not insert the tip further than 3/16 in./5mm into the ear as this could cause damage to the eardrum.**

- 3 Turn off Groomer. Rinse attachment clean after each use.

## Cleaning

- ▶ Clean the attachments after each use.
- ▶ Always switch Groomer OFF, unplug and remove power supply cord from Groomer before cleaning.
- ▶ Do not use compressed air, abrasive cleaning agents, scourers or liquids such as alcohol, benzene, bleach or acetone to clean the Groomer and attachments.
- ▶ Never clean, replace or remove Groomer attachments with motor ON.
- ▶ Do not apply pressure to cutters.
- ▶ Do not touch cutters with hard objects as this may damage them.

## During Use:

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- ▶ If cut hairs have accumulated in the comb area, remove hairs by shaking, blowing or using cleaning brush provided. Remember to adjust the trimming length back to your selected setting when you replace the comb on Groomer.

## After Each Use:

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- 1** Make sure the Groomer is switched OFF and disconnected from the electrical outlet.
- 2** Remove any comb or attachment.
- 3** Blow and/or shake out any hair that may have accumulated in the comb or attachment.
- 4** Rinse combs, attachments and appliance under warm tap water or with the supplied cleaning brush.
- 5** Shake excess water from combs and attachments and allow to dry thoroughly.
- 6** Place the attachment back on the Groomer handle.

## Cleaning the Mini Shaver

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- 1** Separate the top part of the mini shaver from its body (fig. 31).
  - 2** Blow and/or shake out any hair that may have accumulated inside the mini shaver (fig. 32).
  - 3** Clean the top part of the mini shaver under warm tap water (fig. 33) or with the cleaning brush.
- ▶ The shaving foil is very delicate and should not be handled.
  - ▶ If foil becomes damaged, do not continue using the mini shaver. Do not apply pressure to shaving foil.
  - ▶ Do not clean the foil with the supplied brush, as this may cause damage.
- 4** Shake excess water from mini shaver and allow to dry thoroughly.

Do not use a towel to dry the mini shaver as damage to the shaving foil could occur.

## Cleaning the Body Shaver

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- 1** Pull the shaving foil out of the body shaver (fig. 34).
  - 2** Blow and/or shake out any hair that may have accumulated inside the body shaver.
  - 3** Clean the body shaver and shaving foil under warm tap water.
- ▶ The shaving foil is very delicate and should not be handled.
  - ▶ If foil becomes damaged, do not continue using the body shaver. Do not apply pressure to shaving foil.
  - ▶ Do not clean the foil with the supplied brush, as this may cause damage.
- 4** Shake excess water from body shaver and shaving foil and allow to dry thoroughly.

Do not use a towel to dry the shaving foil as damage could occur.

## Replacing the Bodygroom Shaver Shaving Foil Head

- ▶ If the shaving foil and cutters are worn or damaged, do not continue using the Bodygroom shaver. Replace the shaving foil and cutters immediately.
- ▶ It is recommended that you replace your shaving foil and cutters once a year.
- ▶ A worn or damaged shaving foil or cutters should only be replaced with an original Philips Norelco shaving foil, model BG2000, which is available on the Philips Norelco website, [www.philips.com/support](http://www.philips.com/support) or call 1-800-243-3050 for assistance.
- ▶ The foil is a precision part. Handle with care.

**1** Always switch Groomer OFF and remove Groomer from the charging stand before replacing shaving foil.

**2** Remove the shaving foil head by pulling it off the appliance.

**3** Place the new shaving foil head on the Groomer by snapping it into place. You will hear a “click”.

After replacing the shaving foil head, check that the shaving head is firmly attached before using Groomer.

This Groomer has no other user-serviceable parts. For assistance call 1-800-243-3050.

## Storage

- ▶ Be sure Groomer is turned OFF. Remove cord from outlet and Groomer/charging stand before storing in a safe, dry location where it will not be crushed, banged, or subject to damage.
- ▶ Store the Groomer and attachments in the stand to prevent damage.
- ▶ Do not wrap cord around Groomer or stand when storing.
- ▶ Store cord in a safe location where it will not be cut or damaged.
- ▶ Do not place or store Groomer where it can fall or be pulled into a tub or sink, water or other liquid while plugged in.

## Assistance

For assistance visit our website:

**[www.philips.com/support](http://www.philips.com/support)  
or call toll free: 1-800-243-3050**

Information is available 24 hours a day,  
7 days a week.

## Battery Removal

- ▶ This Philips Norelco Groomer contains a rechargeable Lithium-Ion battery, which must be disposed of properly (fig. 35).
  - ▶ Battery may only be removed when Groomer is to be discarded.
  - ▶ For assistance, visit our website:  
[www.philips.com/support](http://www.philips.com/support) or  
call toll free: 1-800-243-3050.
- 1** Unplug electrical cord from outlet and Groomer before dismantling Groomer.
  - 2** Allow the Groomer to run until the batteries are completely empty/depleted. Turn Groomer off.
  - 3** Remove any comb and/or attachment from Groomer.
  - 4** Check if there are any screws in the back or front of the appliance. If so, remove them.
  - 5** Remove the back and/or front panel of the appliance with a screwdriver. If necessary, also remove additional screws and/or parts until you see the printed circuit board with the rechargeable batteries.
  - 6** If necessary, cut the wires to separate the printed circuit board and the rechargeable batteries from the appliance.
  - 7** Do not attempt to replace battery. Insulate battery ends by covering with tape and or place battery in a small plastic bag. Discard Groomer.
  - 8** Contact your local town or city officials for battery disposal information or call 1-800-8-BATTERY or [www.rbrbc.com](http://www.rbrbc.com) for drop-off locations.

## Full Two-Year Warranty

Philips Electronics North America Corporation warrants each new Philips Norelco product, Model QG3280 (except cutters, combs and foil) against defects in materials or workmanship for a period of two years from the date of purchase, and agrees to repair or replace any defective product without charge.

**IMPORTANT:** This warranty does not cover damage resulting from accident, misuse or abuse, lack of reasonable care, the affixing of any attachment not provided with the product or loss of parts or subjecting the product to any but the specific voltage.\* Use of unauthorized replacement parts will void this warranty.

**PHILIPS ELECTRONICS NORTH AMERICA CORPORATION WILL NOT PAY FOR WARRANTY SERVICE PERFORMED BY A NON-AUTHORIZED REPAIR SERVICE AND WILL NOT REIMBURSE THE CONSUMER FOR DAMAGE RESULTING FROM WARRANTY SERVICE PERFORMED BY A NON-AUTHORIZED REPAIR SERVICE.**

**NO RESPONSIBILITY IS ASSUMED FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES.**

In order to obtain warranty service, simply go to [www.philips.com/norelco](http://www.philips.com/norelco) or call 1-800-243-3050 for assistance. It is suggested that for your protection you return shipments of product by insured mail, insurance prepaid. Damage occurring during shipment is not covered by this warranty. **NOTE:** No other warranty, written or oral, is authorized by Philips Electronics North America Corporation. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion and limitations may not apply to you.

\*Read enclosed instructions carefully.

Manufactured for:

Philips Consumer Lifestyle

A Division of Philips Electronics North America Corporation

P.O. Box 10313, Stamford, CT 06904



This symbol on the product's nameplate means it is listed by Underwriters' Laboratories, Inc.

Norelco is a Registered Trademark of Philips Electronics North America Corporation.

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**PHILIPS**

**NORELCO**

**45-DAY  
MONEY-BACK  
GUARANTEE**

If you are not fully satisfied with your Philips Norelco Groomer, send the product back along with dated sales receipt and we'll refund you the full purchase price.

***The Groomer must be shipped prepaid by insured mail, insurance prepaid, and have the original sales receipt, indicating purchase price and the date of purchase, enclosed. We cannot be responsible for lost mail. The Groomer must be postmarked no later than 45 days after the date of purchase. Philips Norelco reserves the right to verify the purchase price of the product and limit refunds not to exceed suggested retail price.***

To obtain money-back guarantee return authorization form, call 1-800-243-3050. Please allow 4-6 weeks for delivery of check.