

Guarantee and Warranty

Philips Sonicare stands behind its products. If, within 90 days of purchasing your Sonicare, you are not satisfied for any reason, you can take advantage of our satisfaction guarantee. If your Sonicare fails to work, please contact us about our 2-year limited warranty. We may be able to determine the problem with your brush or replace it, if necessary.

Our guarantee and warranty are a valuable part of the purchase of a Philips Sonicare. The guarantee and warranty only apply to and are valid only for Philips Sonicare products. It does not include non-Sonicare accessories, third-party additions or unauthorized use of non-Sonicare accessories with Sonicare toothbrush handles.



No risk, 90-day, money-back guarantee

If within 90 days of your original retail purchase you are not satisfied with your Sonicare experience for any reason, we will refund your money. To obtain a money-back guarantee return authorization form, please call our Customer Care Center at 1-800-682-7664 for assistance.

Warranty Service

If either your toothbrush handle or charger is found to be defective in materials or workmanship within 2 years of the original retail purchase, Sonicare will replace your handle or charger.* This warranty is valid for the original retail purchaser from the date of initial retail purchase. Please save your receipt as proof of date of purchase. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

If you would like to obtain warranty service, please call our Customer Care Center at 1-800-682-7664. Service representatives are available Mon-Fri from 8:00am to 8:00pm ET. Saturday and Sunday 9:00am to 5:00pm ET. Please have your Sonicare toothbrush with you when you call.

Items not covered under warranty for any Sonicare model:

Brush heads.

Damage caused by misuse, abuse, neglect or alterations.

Normal wear and tear, including chips, scratches, abrasions, discoloration or fading.

Implied warranties

Any implied warranties, including implied warranties of merchantability and fitness for a particular purpose, shall be limited to the duration of the express warranties set forth in this limited warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Limitation of remedies

In no event shall Philips Sonicare or any of its subsidiaries be liable for any special, incidental or consequential damages based upon breach of warranty, breach of contract, negligence, tort, or any other legal theory. Such damages include, without limitation, loss of savings or revenue; loss of profit; loss of use; the claims of third parties including, without limitation, dentists and dental hygienists; and cost of any substitute equipment or services. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

For shipments to U.S. & Canada only.