



# Energy for Health's Guarantee of Satisfaction

## Two-level Money Back Guarantee Policy

Energy for Health™ offers the following guarantees to all customers.

### A: 30 day full refund

If you order our Surge of Chi Exerciser and after using it for 4 weeks decide that you are not entirely satisfied, you can return it to us for a full refund. We will then give you a full refund of the original purchase price (less 4% for bank charges when paid by credit/debit card) provided that you return it in its original packing along with proof of purchase direct to Energy for Health's warehouse\* within 30 days of your purchase. We recommend that you use Parcel Force, who will collect from your home and give you a copy of their collection receipt.

### B: 1 year Manufacturer's Warranty: Faulty parts and workmanship *(Subject to normal conditions of use)*

If your Surge of Chi Exerciser becomes faulty within 12 months of purchase we will replace it free of charge if you return it in its original packing along with proof of purchase direct to Energy for Health's warehouse\*, provided that it has been used in accordance with the User Guidelines and not tampered with or damaged by inappropriate use.

If, at any time within 12 months of purchase, you feel that the performance of the motor or moving parts has deteriorated, you can return the product to us for testing and, if we agree, we will send you a replacement free of charge.

### Note:

For the purpose of determining the starting time of the above periods, the 'date of purchase' will be regarded as running from the date of delivery to your address by our appointed couriers.

We are unable to offer to replace any products that have been tampered with or damaged due to use that is not in accordance with the User Guidelines.

All products must be returned in the original packing along with proof of purchase. We reserve the right to refuse a refund or replacement if the product or receipt has been tampered with.

You will not receive a refund for our courier costs in cases where you ask us to deliver it to you at the time of ordering (standard charge: £6.90), nor for the cost of returning products to Energy for Health's warehouse.

Products that are replaced under the 12-month manufacturer's warranty will enjoy the benefit of the original guarantee for the remainder of the original warranty period.

Your statutory rights are not affected.

**\* Before sending the product to our warehouse you must report the reason for doing so to our After-Sales Department on 01453 767033, who will give you a Returns Reference number. This Returns Referencenumber must be clearly marked on the package when you return it.**