

Two-level Money Back Guarantee Policy

Energy for Health® offers the following guarantees to all our customers in UK & Europe.

1. No Quibble 60-day Guarantee giving a full refund if not entirely satisfied – no questions asked...

If you are not entirely happy with your purchase, you can return it for a full refund. For full conditions see A. below.

2. Two-year* Manufacturer's Warranty covering faulty parts and workmanship (subject to normal conditions of use). For full conditions see B. below.

*** Extended Warranty Service** (Subject to normal conditions of use). We offer an extended Warranty service for a small additional payment: an extra One Year (3 years in all) costs £17.95, or an extra Two Years (4 years in all) costs £34.95.

A: 60 day full refund - conditions

If you order our Surge of Chi Exerciser and decide after using it for 60 days that you are not entirely satisfied, you can return it to us for a full refund. We will give you a full refund of the original purchase price (less 4% for bank charges if you 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 7 days of informing us of your intention to return the product. You must inform us of this intention within 60 days of delivery to your address following purchase. We recommend that you use a reputable courier company so that the return shipment will be tracked.

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

If your Surge of Chi Exerciser becomes faulty within 24 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 24 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: In 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 delivering it to you at the time of ordering (standard charge in mainland UK: £7.95), nor for the cost of returning products to Energy for Health's warehouse.

Products that are replaced under the 24-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 back to us, you must report the reason for doing so to our After-Sales Department who will give you a Returns Reference number. This Returns Reference number must be clearly marked on the address label of the package when you return it, and a copy of your order confirmation must be enclosed in the box.

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