

RETURNS & REFUND POLICY

As the product being perishable foods we cannot accept products to be returned, this is due to conditions during transit and storage once they have left our premises.

Due to the COVID-19 pandemic returned parcels will not be accepted into our buildings and will not be processed. We are working hard to protect our staff and customers at this time, with additional measures to stop the spread of the virus.

QUESTION: WHAT THE CUSTOMER IS REQUIRED TO DO?

Answer: Discrepancies or damages must be made aware to Energies Forever within 14 days from receipt of your order. Contact us:

[Email: mansoorsufi@gmail.com](mailto:mansoorsufi@gmail.com)

[Phone: 00447577118180](tel:00447577118180)

QUESTION: UNDER WHAT CIRCUMSTANCES YOU OFFER RETURNS AND REFUNDS?

Answers: Once a discrepancy has been made aware to us we can arrange for orders to be returned and refunded if we are at fault or refund without postage if we are not at fault. All returns must be made in their original shipping packages, we cannot be held responsible for any undisclosed damages to products.

We will not accept returns of orders if the product has been opened or is no longer in a re-saleable condition if there is not a discrepancy with the product.

QUESTION: WHAT TIMEFRAME IN WHICH YOU ACCEPT RETURNS?

Answer: 14 days from receipt of your order.

QUESTION: WHEN CAN CUSTOMER EXPECT A REFUND?

Answer: As soon we receive the product your refund will be processed right away.