

Two-Level Guarantee



Warranty Conditions & Return Instructions

Energy for Health offers the following guarantees to all customers.

A: 30 day full refund

If you order our Surge of Chi Exerciser and within 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 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 30 days of your purchase (subject to the Return Instructions being followed as detailed below*). We recommend that you use an established courier company, who will give you a receipt and reference number for tracking purposes.

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, 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.

C: Optional Extended Warranty: Faulty parts and workmanship (Subject to normal conditions of use)

We offer an extended Warranty service on payment of additional fees: an extra One Year (2 years in all) costs US\$29.95, or an extra Two Years (3 years in all) costs US\$54.95. The same conditions apply as in section B above. These extended warranties can be applied for within 7 days of receiving your product.

***Points to note concerning returns:**

Please note that, if you wish to take advantage of our Two level Guarantee, or to return this product for any other reason, you need to carefully follow these instructions:

- Keep all packaging materials in good condition, including
 - Box
 - Plastic wrapping bag
 - Polystyrene packing supports
 - Bubble wrap sleeve for hand control module
 - Cable tie (plastic fitment for coiling power cable)
 - User Guidelines & Important Notices sheet
- Use these materials to return the product so that it reaches us in good condition
- Use an address label marked with the Returns Reference No. [*see below****]. Do not otherwise write on or mark the box.

**** If you fail to follow the above return instructions we reserve the right to charge an amount upto US\$30 to cover repackaging costs, and to make a deduction for any damage to the product including its exterior casing.**

***** 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. Before sending the product back to us, you must report the reason for doing so to our After-Sales Department (see website), and ask for a Returns Reference number. This Returns Reference number must be clearly marked on the address label of the package when you return it, and the repackaged product must be sent to the address given to you when you report to the After-Sales Department.

Notes:

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.

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, nor for the cost of returning products to Energy for Health.

Products that are replaced under the 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.