



# RETURNS PROCEDURE

- Call our Customer and Technical Support Team on 0333 300 1303 (Option 2) to report any product issues
- Be prepared to describe any issues fully and provide the product Model, Serial Number and date of purchase
- If a product return is approved, you'll be asked to send a Debit Note to [customersupport@myenergi.com](mailto:customersupport@myenergi.com) referencing the 'ticket number' given to you. Please note: debit notes will be rejected without this reference.
- Arrangements for the collection of the product will be made and a returns label will be sent to you.
- Once we've received the product, we'll arrange a credit payment to you.

[myenergi.com](https://myenergi.com)