

## Cancellation, return and refund policy

Thank you for shopping at [www.land-energy.com](http://www.land-energy.com)

If you are not entirely satisfied with your purchase, we're here to help.

### Cancellation Policy

Land Energy believes in helping its customers as far as possible, and therefore has a liberal cancellation policy. Under this policy:

- Cancellations will be considered only if the request is made within 72 hours of placing an order. However, the cancellation request will not be entertained if the orders have been communicated to the vendors/merchants and they have initiated the process of shipping them.
- Cancellation must be made in writing via email to [Enquiries@Land-energy.com](mailto:Enquiries@Land-energy.com).
- There is no cancellation of orders placed under the Same Day Delivery category.

### Returns Policy

- You have 14 calendar days to return an item from the date you received it.
- To be eligible for a return, your item must be unused and in the same condition that you received it. Your item must be in the original packaging.
- Your item needs to have the receipt or proof of purchase.

### Refunds

- Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item.
- Refunds will be processed within 21 days.
- If your return is approved, we will initiate a refund to your credit card (or original method of payment). You will receive the credit within a certain amount of days, depending on your card issuer's policies.
- If goods arrive damaged please notify us within 24hrs of delivery and we will arrange collection and provide either replacement product or a full refund.

### Shipping

- You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are nonrefundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

### Contact Us

- If you have any questions on how to return your item to us, contact us on 01465 716010 or email [Enquiries@land-energy.com](mailto:Enquiries@land-energy.com)