

REFUND AND RETURNS POLICY

The provision of goods and services by PMR Nutrition is subject to availability. In cases of unavailability, PMR Nutrition will contact you with options.

An order can be cancelled if payment has not been made yet for the order by the customer. Once payment has been made by the customer for an order, the order can only be cancelled before the order has been dispatched by PMR Nutrition.

If a product is damaged or broken when you receive it, you must inform PMR Nutrition within one working day of receiving it. We will then make arrangements for a replacement product to be sent to you on our account or to refund you in full for the damaged or broken product.

All products are sold with a 7-day satisfaction guarantee. If you are not completely happy with a product that you received with your order, you can contact us within 7 days of receipt with the reason of dissatisfaction. If the product is in its original sealed state, we will issue a return number and a return delivery address. Shipping costs for the return will be for your account. Upon receipt, we will inspect the item and if it is in its original sealed state, we will refund you the value of the product. If you have opened and/or used the product and are not satisfied, we will pass your feedback onto the supplier of the product. The supplier's remedy is then up to their own discretion and PMR Nutrition itself will not be held responsible for issuing a refund.

If you receive the wrong product, you must contact PMR Nutrition within one working day. We will check our system to see whether a miss pick has occurred. If there was a miss pick, we will arrange to swap the 'wrong' product for the one actually ordered on our account.