

Return & Refund Policy

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Thanks for shopping at Energy Tech Store.

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

Returns

You have 5 calendar days to return an item from the date you purchased 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.

Where should customers return products to?

232 Jochem Street,
Waterkloof Agricultural Holdings,
Pretoria,
South Africa,
0181.

Warranty

Warranty offered is based on a carry-in warranty. (Customers to return product for warranty exchange.)

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.

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.

Do you issue refunds on sale items?

Yes, within 5 working days if product is returned undamaged in original packaging.

Shipping

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non - refundable.

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.