

Product Returns Policy – Consumer Division

1. If for any reason you believe Elmore Oil has not performed for you as required (in regards to pain relief) after using the product as specified, twice a day for at least 14 days, you may return the unused portion of the product to the Elmore Oil Company for a full refund.
2. The Elmore Oil Company will honour one product return per person (may be multiple bottles if purchase on the one sale docket) and the Elmore Oil Company maintains a register of all consumers who return the product.
 - a. To return your unused portion of the bottle, place the bottle into a padded envelope (available at most post offices) and include your name and full postal address with the goods and post to:
NOM
PO Box 141
Greytown 5742
 - b. If you have the original purchase receipt please include it with the return and your purchase price will be refunded in full, along with your postage costs.
 - c. If you do not have the original purchase receipt you can still return the goods and we will refund the standard recommended retail price.
3. Your refund will be sent to you in the mail within 7 – 10 days of our receipt of your returned bottle and you will be paid by cheque.
4. If you do not have the empty or part empty bottle you cannot make a claim for refund.
5. If you make more than one return claim in any one 3 year period the second and subsequent claims will not be honoured.
6. The Elmore Oil Company honours the guarantee for the life of the product, which is 3 years from the date of manufacture (the expiry date). The product guarantee cannot be claimed on goods that have expired. Goods returned with a damaged label or with a label that cannot be clearly read shall be deemed as expired and no guarantee will be given.
7. The Essence of the Guarantee – the product guarantee is given in good faith that the consumer will only return the goods if the product has not worked as expected. This guarantee is given unconditionally by the Elmore Oil Company for the shelf life of the product. No other company in Australia or NZ warrants their product to this extent but the Elmore Oil Company offers this level of guarantee, based on its faith of the Australian and New Zealand consumers not to abuse or misuse the trust and flexibility of the guarantee.

