

RETURNS FORM

serenova

Serenova Nutrition Limited

Stafford House, 10 Brakey Rd,
Weldon North Industrial Estate,
Corby, England, NN17 5LU
Email: support@serenova.co.uk

Order Information**Order number:****Full Name:****Email Address:****Please detail below item(s) being returned**

Product Name	SKU (if available)	Quantity	Reason for Return (please use key below)

Reason for Return:

1. Received wrong item
2. Received damaged/faulty item
3. Changed my mind
4. Taste promise
5. Other (Please specify)

Return Instructions:

1. **Complete this form** and include it inside your return package.
2. **Pack securely** to prevent damage in transit.
3. **Send your return to:**
Serenova Returns Department
Stafford House, 10 Brakey Rd,
Weldon North Industrial Estate,
Corby, England, NN17 5LU
4. **Keep your proof of postage.** Serenova is not responsible for lost returns.

Important notes:

- Returns must be requested within **30 days** of purchase.
- Refunds will be processed within **7 business days** of receiving the return.
- Payments can take up to an additional 3-5 working days to land in your account.
- For hygiene reasons, opened food products cannot be returned unless faulty
- Please ensure that this note is enclosed in your returns. Returns received without order information can lead to a delay in processing and refunds being made.