

ellora

natural & organic foods

Product Enquiry Policy

Ellora orders are placed on the understanding that the individual ordering is familiar with and accepts the nature, brand or quality of the product being ordered. If you are unfamiliar with a product listed in an Ellora catalogue and the description provided does not give you enough information to comfortably place an order, you may wish to research it further.

Many companies have websites from which you can obtain detailed product information (this is particularly helpful for those wishing to obtain an ingredients list), so your first step should be to locate the company website and determine whether the information you need is available there. If the URL is not provided in the Ellora catalogue, do a simple Google search on the company name.

Once you have linked to a company website, there is usually a “product” link (for specific product information) or a “contact us” link to follow to make a specific enquiry. If a company telephone number is provided you may wish to call to ask your question. This is useful if you need information not provided on the website, or need an answer in a hurry.

If you're unable to locate the website for a company or can't find the contact information you need, please contact us by email to ask for that information, and we'll provide it if we can. And if your product question is simple, we may be able to help because we know the product(s) well. However, in-depth product research (for questions about ingredients, country of origin, manufacturing and food handling

processes, packaging details, etc.) can be time-consuming and costly, and doing that research for you results in higher prices for all Ellora members. We're happy to provide that service to you on a cost-recovery basis, however, to ensure Ellora prices stay reasonable; please enquire if you're interested.

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