

ellora

natural & organic foods

Returns Policy

We are happy to refund your money within 21 days of purchase for anything you order from Ellora that is defective, spoiled or otherwise unacceptable because of condition, provided that condition is not caused by improper handling on your part (yogurt you've forgotten to refrigerate, oil that has turned because you've left it in a hot car, dried goods that go moldy because they got wet on the trip home or are stored in a damp environment, etc.).

Please check your purchases as soon as you get them home to be sure everything appears OK, and notify us immediately if you have a problem with an item. We may have to return the item to the distributor, so don't discard it or any associated packaging or labels until we can ascertain if a supplier needs it back for insurance purposes.

We are unable to accept returns of products that you have ordered but don't wish to keep for other reasons—you've purchased too much/many, you discover you don't like the product, your pet is allergic to the food you've ordered, etc. However, if you find yourself with a large amount of something you don't want it's possible we can direct you to another Ellora member who may wish to purchase it from you.

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