

RETURNS POLICY

Last Updated: 6/10/2022

This Returns Policy describes how we work with returns. Ultimately we at joie energy want to make sure you are happy with your product and take great care to ensure the highest quality possible. If there is anything that you are unhappy with please reach out to us so we can make it right.

Returns

Our policy does not place a time limit for your returns, if you are unhappy let us know.

To be eligible for a return, your item typically must be unused and in the same condition that you received it. It must also be in the original packaging.

Please do not send your purchase back to the manufacturer or our address until directed to do so.

Refunds (if applicable)

Once you have contacted us with your return request, we will work with you to replace the unsatisfactory product or process a refund for the item(s). You may be required to return the product in which case we will provide instructions to you for return shipping.

If you are approved for a refund, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted.

Next contact your bank. There is often some processing time before a refund is posted.

If you've done all of this and you still have not received your refund yet, please contact us at returnspolicy@joieenergy.com.

Contact Information

For all communications regarding returns please contact us at returnspolicy@joieenergy.com.