

BIO PARTNERS SARL DATA
Bio Partners Sarl
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How to place an order

Go to shop-on-line section, select your items and go to the shopping trolley, select the quantity, the country of destination and then go to the cash desk

Payment and delivery

Secure payment via Pay Pal/ Authorize.net or Cash on Delivery.
Delivery within 10 working days from receipt of payment.

Privacy Policy

Absolute Confidentiality

The privacy of customers is one of the top priorities of Bio Partners sarl. No personal data will be shared, sold or transferred to third parties in any way whatsoever.

Which data are collected by Bio Partners sarl and how are they used?

In order to process orders, the following information is required: name, surname, tax code, shipping address, billing address, payment information, E-mail address (to send order confirmations) and a telephone number. The data you provide will be used to meet your requests and to send messages concerning you. Bio Partners sarl will never release your personal data.

Credit cards

This on-line shop uses the credit card payment system provided by Paypal and Authorize.net. All your credit card details will be handled by a secure server that uses a system with the best security standards in managing sensitive on-line information. The seller will never have access to the credit card data of its customers but will only be able to manage such information (name, surname, address) as needed for shipping the product to the delivery address.

RETURNS AND REFUNDS

If customers are not satisfied with their purchases, items can be returned for a refund within 15 days from the date of shipment.

The Right of Withdrawal, Returns and Refunds do not apply to users making purchases as Retailers.

To request authorization for a return, clients must send a request to the address amministrazione@on-energy.net within 15 days after receipt of the order. The E-mail must specify in the codes of the items to be returned and the preferred form of compensation: exchange product or return for refund. On receipt of the return request, Bio Partners sarl will send an e-mail confirmation to the customer containing the return number.

Customers may then return products to our dedicated collection point:

Bio Partners Sarl
c/o Expergreen s.r.l.
S.S. Alba-Bra Borgo S.Martino, 22 12060 Pocapaglia (CN)

The cost of shipping returned items to Bio Partners will be borne by customers. DELIVERY OF AN EXCHANGED PRODUCT as per customer instructions will be at the expense of Bio Partners sarl.

REIMBURSEMENT

Once the item subject to refund is received, Bio Partners sarl shall effect reimbursement; the maximum clearance time is about 10 days from the date of actual return of the product to the dedicated collection point.

Orders paid through paypal/authorise.net or wire transfer will be refunded on the original payment account. For orders paid by Cash On Delivery, customers should indicate their bank details for the refund.

The returned product must be returned within 15 days of receipt of the e-mail containing the return number.

RETURN CONDITIONS

- dietary supplements being returned must be intact and complete with the external protection film; the label must not have been removed and everything must be returned in the same condition in which it was received.
- Dietary supplement products may not returned for product exchange (taste, packaging, ...)
- if customers receive products other than those ordered or defective items, Bio Partners sarl may require photographic proof.
- Bio Partners sarl will not accept unauthorised returns.
- Bio Partners sarl will not accept returned goods that do not fully respond to the conditions described above. Such goods will be returned to the sender.