

Refund Policy

Unless otherwise stated, any Sirena Total Home Cleaning System purchase made directly from Premier FG2 Marketing website, may be returned within 30 days of receipt for a refund of the purchase price (less shipping and restocking fees). Premier FG2 Marketing will refund the purchase price, or provide a product exchange. If you are not completely satisfied with your purchase, you may exercise the 30 day money back guarantee by following the instructions below:

How to Return:

1. You must return the item within 30 days of your purchase along with the original receipt and a signed letter stating your full name, telephone number, address and the reason for the return.
2. Contact Premier FG2 Marketing customer service for a Return Authorization (RA) number. Use one of the following methods: Phone: 02-8999125 Email: customerservice@premier.ph
3. All items, providing merchandise is doubled boxed in its original factory carton, undamaged with original plastics, warranty card, instruction manuals and all included accessories.
4. Attach a label clearly indicating your RA number and return to:

Premier FG2 Marketing,
24 Recoletos st. New Intramuros Village, Matandang Balara
Quezon City, Philippines 1119

5. Return your system within 7 days from the issue date of your RA number.

Restocking Fees:

Merchandise can be returned to the manufacturer for a refund less a 15% restocking fee for all items. You will be charged extra for any missing or damaged items upon return. Unless otherwise stated, we do not refund shipping that you paid on the order or return.

Return Exceptions:

Merchandise that has been excessively worn, used, or altered will not be accepted for return or exchange. Merchandise showing malicious physical damage is not covered under this policy. Unless otherwise stated, shipping is not refundable. You shall bear all expenses related to shipping charges

on machine and/or parts. Additionally, we cannot provide refund payments for purchases made through PayPal. Refunds for purchases made through PayPal will be made either through credit card refund or bank check and receipt of the refund may be delayed. Please contact our customer service representatives to obtain further PayPal refund assistance.

If you have any questions about our return policy, please, email us at customerservice@premier.ph or call at 02-8999125.