



RETURNS & REFUND POLICY INSTORE

Our policy lasts 30 days. If 30 days have passed since your purchase, unfortunately, we can't offer you a refund or an exchange.

Eligibility for Returns

To be eligible for a return:

- Your item must be unused and in its original packaging.
- A receipt or proof of purchase is required.
- Clearance items are final sale and non-refundable.

Incorrect Items

If you receive the incorrect gym accessories or gym clothing, do not open the packaging. We will need the item returned unopened in order to issue an exchange. Opened products will not be eligible for a refund.

Change of Mind

If you've changed your mind:

- Return the item to the store of purchase.
- Ensure it is unused and in original packaging.

Faulty Items

If you find a product to be faulty within 30 days of purchase:

- Hold onto the item and return it to the store of purchase.
- Our team will inspect the issue and provide a replacement if appropriate.
- In most cases, the manufacturer will require the faulty item returned for assessment.

Refund Process

For items returned within 30 days:

- Once received and inspected, you'll receive an email confirming whether your refund is approved or rejected.
- If approved, a refund will be issued to your original payment method within 5-10 business days.

Please Note:

- Only regular-priced items are eligible for refunds.
- Clearance items are final sale and cannot be returned or refunded.

Need Help?

Please email any order issues and include photos to:

 fitnessfoxnz92@gmail.com