

# Online Store Refund & Exchange Policy

If you are dissatisfied with an item purchased from our online store you may return it to Fitness Freakz (Online Store within 48 hours) for a refund, replacement or exchange provided that the conditions of our Refund & Exchange policy have been satisfied.

## Conditions for exchange or refund

### 1. We will exchange or refund a product provided that:

- there is valid proof of purchase, i.e. Mailed invoice received with invoice No present
- it is within 6 months of the original purchase date;
- it is in its original packaging or condition, i.e the security seal or shrink wrap is intact (if applicable), product is unworn and unused and the online store's price ticket is attached.

**2. All refunds are processed strictly in accordance with the original sales tender type and only after confirmation that the funds were received in our bank account.**

### 3. How do I return or exchange a product?

If you would like to exchange/return something that you purchased online at [www.fitnessfreakz.co.za](http://www.fitnessfreakz.co.za) and have met the above conditions for refund or exchange, you can do so as follows:

3.1 Send the selected item back to our Online Store, together with your invoice, and your credit card will be refunded with the appropriate amount. Please note that the cost of couriering the product back to our Online Store shall be incurred by the purchaser. The address details are as follows:

**Attention:** Fitness Freakz Online Store  
77 Malmesbury Road  
Kleinbosch  
Parow, 7500

### 4. How do I return or exchange a product if it is damaged or incorrect?

4.1 If you wish to return something that you purchased online at [www.fitnessfreakz.co.za](http://www.fitnessfreakz.co.za) because the item you received is either damaged, or not what you ordered, you can do so as follows:

4.2 Email [info@fitnessfreakz.co.za](mailto:info@fitnessfreakz.co.za) and request Fitness Freakz to collect the product in question within 48 hours of receiving the goods. Fitness Freakz will send Right Side Up or Fast way Couriers to collect the damaged/incorrect product, at our own cost, and replace it with the correct product in return.