



## PURE FITNESS CANCELLATION, RETURNS AND REFUNDS POLICY

### CANCELLATION POLICY

We're unable to make any changes to your order once you've hit the 'place order' button, this includes the following:

- Changing the item or size
- Delivery/billing address
- Adding items to your order
- Shipping method

There is a **1-hour** window where you can cancel your order by locating the order in your account section and hitting the 'cancel order' button

After **1 hour**, it is too late to cancel the order, and you'll need to follow our returns process.

\*If you input the incorrect address at checkout, we can not be held accountable if the order goes missing. We are not liable to refund/replace this order.

### RETURN & REFUND POLICY

If you are not entirely satisfied with your purchase, we're here to help.

#### Returns

You have 30 calendar days to return an item from the date you received it.

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

Your item must be in the original packaging.

Your item needs to have proof of purchase.

#### Wrong or faulty item

In the unlikely event you have received the wrong item, please contact us immediately with the following information:

- Your order number
- The name of the item you did not receive
- The name of the item you received in its place
- A clear photograph of the item you have received, including logo



## **Refunds**

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item.

If your return is approved, we will initiate a refund to your original method of payment.

For card/bank refunds, you will receive the credit within a certain amount of days, depending on your bank/card issuer's policies.

## **Shipping**

For returns other than faulty or wrong items, you will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non refundable.

If you receive a refund, for returns other than faulty or wrong items, the cost of return shipping will be deducted from your refund.

## **Contact US**

If you have any questions on how to return your item to us, email us on [info@purefitness.co.tz](mailto:info@purefitness.co.tz)