

FIT BOX (PTY) LTD © 2015

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REFUND AND RETURN POLICY

FAQ:

Can I return a product?

Yes, you may return any unused product and which packaging is not damaged, to us within 7 days after receipt. Call us at 082 774 2649 or send an email to info@rehbandsa.co.za or admin@fitboxsa.co.za as soon as possible. Tell us why you want to return the product and we'll give you all the necessary details on how and where to return the item. However like everything in life following conditions apply:

- I received an incorrect product?

We will do everything in our power to prevent this. If we sent you the wrong product, you can return it to us within 7 days after receipt at no additional cost, i.e. we'll take care of the shipping cost. You can then choose to either get a full refund or to get the correct product. Make sure to include a copy of the invoice in your return package, which will assist us with prompt and expedient attention!

- I received the correct product but changed my mind?

If we sent you the correct product but you'd like to have a different product, you can return it to us within 7 days after receipt if the product is unopened and sealed. In this case you'll have to take care of the shipping costs. You can then choose to either get your money back or to get another product at the new price. Make sure to include a copy of the invoice in your return package!

- Can I return a product by normal mail?

Yes you may, however normal mail holds inherently higher risks of the product getting lost. Please ensure you ask the shipping agents / Post Office for a copy of the Proof of Delivery. In case the parcel is lost, we're unfortunately not able to give you a refund. If we receive your parcel, the normal return/replace/refund policy as described above will apply.

- **Can I return an opened product?**

If the product was opened and the packaging is not damaged, i.e. the product is unused and something is wrong, in which case you can send the product back to us and we will give it to the manufacturer for inspection, and should the manufacturer deem the product to be faulty (or bad) you can then choose to either get a full refund (including your return shipping costs) or get another product at the new price. Make sure to include a copy of the invoice in your return package!