ALPHAFIT RETURNS POLICY

LAST UPDATED: MAY 2018

PLEASE READ THE RETURNS POLICY BELOW BEFORE RETURNING A PRODUCT TO ALPHAFIT.

Here at AlphaFit we want you to be 100% satisfied with your purchase and understand that sometimes things aren't what you need or just don't fit. To return or exchange an item, please email **admin@alphafit.com.au** with your request with the attached returns form completed and product images if the items are damaged.

Please note: Do not send back a product without including your product return form as it will not be processed.
If you require further information on our returns policy, please email **admin@alphafit.com.au**.

RETURNS POLICY

1. If you decide you are not satisfied with your purchase you have 30 days from the date of purchase to return it and obtain a refund.
2. You are responsible for the return of the product, including organising and payment of shipping. If you want to be able to track your return and confirm when we have received it you should choose an appropriate delivery method such as registered post.
3. Be sure to fill in the Product Return form and include it in the return parcel otherwise your return will take longer than normal to be processed and an administration fee will be deducted from your refund.
4. AlphaFit reserves the right not to refund you if you return items to us outside the terms of our Returns Policy, as such these items may be returned to you at your expense.
5. Upon receipt of the returned goods we will refund the cost of the goods. We will not refund the cost of shipping.
6. It is your responsibility to ensure the returned product gets to us safely. If the product is damaged during transit we will not issue a full refund. Please ensure the product is suitable packaged to avoid this. Do not send the product back without suitable packaging. Attaching address labels and stamps to the product box itself is not suitable.
7. The warranty period will begin from the date of despatch. Products returned outside of the warranty period will not be accepted.

REFUND POLICY

We are happy to accept returns on all unused equipment or accessories and unworn apparel within 30 days from the date of invoice. Should you receive an item that is faulty or wrongly described, AlphaFit will cover the cost to return the item and issue a full refund.

Please note we will only refund using the original method of payment. Refunds may take up to 14 days to process.

DAMAGED OR FAULTY GOODS

We stand behind our products at AlphaFit, and as such if your goods become damaged or faulty after use, AlphaFit will try and resolve the issue immediately. If your goods have been used according to the product guidelines (downloadable on selected products at www.alphafit.com.au) and are still within the warranty period we will organise a replacement or refund. We will not replace or refund goods that are damaged through incorrect use or through natural wear and tear.

DAMAGED OR FAULTY GOODS UPON ARRIVAL

Occasionally goods don't turn up in the condition we sent them in, or they may have a manufacturing fault. In either of these cases we will endeavour to ensure you get what you paid for or are compensated in some way.

If your goods are not functional we will organise for a replacement to be sent out immediately and for the faulty goods to be picked up (or for smaller items reimburse you for postage costs). For larger items this will usually mean organising a courier pickup of the faulty goods. If your goods are still functional but aesthetically damaged you can call us to discuss your options.

(Note: we may request photos to verify the extent of the damage).

1300 257 428   admin@alphafit.com.au   www.alphafit.com.au   *ALPHAFIT*

ALPHAFIT RETURNS FORM

RETURNING AN ITEM

STEP 1 - Please contact AlphaFit at admin@alphafit.com.au to discuss the details of your return

STEP 2 - Complete the attached returns form and submit to admin@alphafit.com.au

STEP 3 - Once return postage has been agreed upon, return the product with a physical copy of the attached returns form

STEP 4 - Once the product has been received, AlphaFit will inspect it and issue an exchange/refund if all the aforementioned returns guidelines have been adequately met

APPLICATION FOR WARRANTY CLAIM

CUSTOMER NAME: _____

COMPANY NAME: _____

ORDER REFERENCE NUMBER: _____

ORDER DATE: _____

SHIP TO: AlphaFit
60 Export Export Drive
Molendinar, Queensland 4214

FROM: _____

_____

_____

ITEM	QUANTITY	ISSUE DESCRIPTION	REASON FOR RETURN (*tick one*)
			☐ Defective ☐ Damaged ☐ Wrong Size
			☐ Defective ☐ Damaged ☐ Wrong Size
			☐ Defective ☐ Damaged ☐ Wrong Size
			☐ Defective ☐ Damaged ☐ Wrong Size

Please ensure that you have fully read and understand the associated product returns policy guidelines before completing this form. Once completed, a copy of this form must be emailed to **admin@alphafit.com.au**.

Once you have been advised of the method of return, a physical copy of this document must be returned with the product(s).

I have read and agree to the conditions outlined in the Returns Policy;

Signature: _____ Date: _____

OFFICE USE

CASE NUMBER:

INSPECTION NOTES:

OUTCOME:

REPLACEMENT REFERENCE (IF APPLICABLE):

CASE CLOSED DATE:

ALPHAFIT