



## Returns and Refunds Policy

This Returns and Refunds Policy (hereinafter referred to as the "Policy") outlines the procedures and guidelines governing the return of products purchased from Sports Aid. At Sports Aid, we prioritise customer satisfaction and have instituted this Policy to facilitate a seamless and transparent process for our valued customers.

### Refunds

1.1. Eligibility: Refunds are available for items returned within 14 days from the date of purchase. To qualify for a refund, the item must be unused, undamaged, and in its original packaging. Please be advised that shipping and handling fees are non-refundable.

1.2. Inspection and Processing: Upon receipt of the returned item, our team will conduct a thorough inspection to verify compliance with our return policy. If the item meets the stipulated requirements, a refund will be issued to the original payment method within 14 business days. It is important to note that the processing time for the refund may vary, contingent upon the processing times of the respective bank.

### Exchanges

2.1. Initiation: Customers seeking an exchange for a different size, colour, or model must contact our customer service team within 14 days of the purchase date to initiate the exchange process.

2.2. Eligibility: The item intended for exchange must be unused, undamaged, and in its original packaging.

2.3. Inspection and Dispatch: Following the receipt of the returned item, our team will assess its eligibility for exchange. If deemed eligible, the replacement item will be dispatched.

### Return Shipping

3.1. Customer Responsibility: Customers are responsible for covering the cost of return shipping unless postage is stated as free. We recommend using a trackable shipping method and securing insurance to safeguard against loss or damage during transit. Sports Aid assumes no responsibility for lost or damaged items during the return shipping process.

### **Damaged or Defective Items**

4.1. Notification: In the event of receiving a damaged or defective item, customers are required to notify our customer service team within 6 days of the purchase date to facilitate a return or exchange.

### **Discretionary Authority**

Sports Aid reserves the right to refuse returns that fail to meet the specified requirements outlined in this Policy.

For any inquiries or concerns regarding our Returns and Refunds Policy, please do not hesitate to contact our customer service team at [info@sportsaid.au](mailto:info@sportsaid.au).