

# Xtreme Fitness Australia Pty Ltd Returns Policy

We will accept returns pursuant to the following terms and conditions:

1. Are not of merchantable quality;
2. Are not fit for its purpose;

You should notify Xtreme Fitness Pty Ltd in writing within 48 hours of receipt of goods.

- Proof of purchase by producing the original Tax Invoice. Your Tax Invoice will be provided.
- The Goods listed on the Tax Invoice are presented with all original packaging and manuals enclosed.
- Suitable ID to identify you as the original purchaser; and
- Details of the fault or issue with the product and that the fault or issue was not caused by you.
- All refunds, returns and exchanges for an online web sale are made via Xtreme Fitness customer service. Request Form has been submitted by the relevant store. Credit Card or PayPal funds will then be refunded back to the customer's account by Support Centre. This process may take up to 7 business days to occur.
- All refunds for purchases made in store can be made by the relevant staff of Xtreme Fitness Australia store where the original purchase was made. Credit Card and EFTPOS payments will then be refunded back to the customer's account. This process can be actioned in store immediately. We reserve the right to charge a 10% administration fee to cover our reasonable costs in respect of your order if you cancel your order.
- In both instances the customer must present to the relevant store all necessary documentation (tax invoice, web order ID, suitable ID and the product /s in question).

Subject to the Act non-returnable Items include, but are not limited to:

- Gift cards
- Pre-paid cards.
- Digital content
- Consumable items (such as batteries)
- Items that are severely damaged or abused
- Where the unique product serial number has been obscured, defaced, removed or does not match records of stock carried Xtreme Fitness Australia.
- Items that are missing accessories, such as remote controls, cords, and cables etc.
- Etched or otherwise personalised items
- Opened computer software.
- If a Product is damaged on delivery, or not the product you thought it to be, then you should refuse to take receipt of that Product and notify us immediately. Once product has been received unpacked and assembled it is deemed that you have accepted the delivery and the product/s and no claim can be made.

If you notice damage to a Product after delivery, you should notify us immediately and we will arrange for return of the product in accordance with these terms and conditions.

You will be liable for any costs incurred relating to the return delivery and or installation, where the Products have been delivered to you, unless the product is found to be faulty or damaged.

You must also return any Bonus Offers included with your original purchase in an “as new” order with all original packaging and manuals enclosed to receive a full refund or exchange. If the Bonus Offer is a Non-Returnable Item, the value of the Bonus Offer will be subtracted from the purchase price of the item being returned and you will be refunded the difference.

- The images, pictures and illustrations found on this website [www.xtremefitness.com.au](http://www.xtremefitness.com.au) and its catalogues and brochures are for illustration purposes only, and do not necessarily represent the exact products, services or ideas in the context that they are found.
- The specifications are correct at the date of print, but may be subject to change without notice. It is the buyer’s responsibility prior to purchase to clarify with the seller, Xtreme Fitness Australia exactly what products and services are being provided to purchase.