



RETURNS & REFUNDS

CUSTOMER DETAILS

Customer Name:
Email Address:
Item name/s:
Number of items being returned:
Reason for Return:

WAREHOUSE ADDRESS

Attention: Ivan Yiu
ivancwyiu@fmcgl.com

*Earned Athletic / FMCGL
19A, Tung Luen Industrial Building
1-4 Yip Shing Street
Tel: 30083991*

If you consider any of your received to be defective, before sending it back to us, kindly send an email to **info@earnedathleticapparel.com**. Provide us a brief description of the current condition / defects of the item, as well as photographic details if you feel that it is relevant. Shipping faulty items back to us may not always be necessary as we evaluate everything on a case to case basis.

For items to be eligible for refund, please be reminded of the following:

1. Items must be returned within **30 days** upon receipt. This includes return transit time to our warehouse. The condition of an item beyond this 30-day period will be considered due to the normal wear and tear, and is subject to denial.
2. Items must be unworn and unwashed, with all original tags intact.
3. Items with distinct odors or signs of wear and tear will not be accepted. All returns are assessed thoroughly on this basis. Should an item fail our assessment, the item will be shipped back to you.
4. If possible, please return the original airway bill paperwork with your items.
5. Return of items will be shouldered by the customer. We highly recommend that you use your domestic postal service on a standard shipping method. It is also recommended that you obtain proof of postage and keep your paperwork until we have acknowledged receipt of your package.
6. The returns parcel remains your responsibility until the package has been received and booked back into our warehouse. Once we have received your parcel and it has been processed, you will be informed of what action is being taken.
7. All shipping costs are non-refundable.
8. Returns may take 4-6 days to process once our warehouse has received the returned items.
9. Once the item/s have been returned to stock, your refund will be sent.
10. Earned Athletic reserves the right to return the items to you based on any of the terms outlined in our policy. All items will be returned to you in the same condition they are received in.



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