



RETURNS/EXCHANGE POLICY

APPAREL & ACCESSORIES ONLY

IN-STORE RETURNS:

If a product you buy fails to meet a consumer guarantee, you have the right to ask for an exchange or refund under the Australian Consumer Law. A request for an exchange or refund can be made under Australian Consumer Law, however this will be at the discretion of Management and will only be considered if there is a material breach of contract.

Refunds or exchanges will only be conducted if the original receipt of purchase is held by the customer. The original receipt must clearly state the date and the amount of the said transaction. All refunds and replacements must be done within 14 days from purchase.

Items returned must be in their original sale condition (unworn, unwashed, unused, with all original tags and labels attached).

Exchanging your product(s) must be of an identical type to the product originally supplied. Refunds will be processed at the purchase price, via the same method as your original payment (or a store credit may be issued instead).

OUTLET / CLEARANCE ITEMS:

Clearance items are final and cannot be returned for a refund, exchange or store credit. Damaged stock cannot have a further discount applied. Prices are as marked.

We recommend choosing carefully to avoid disappointment. Any items returned outside of the 14 days return period, or in a condition that indicates being worn or washed in any way, including make-up marks etc., will not be accepted for return. Derrimut 24:7 Gym reserves the right to reject items that do not comply with the above conditions, and will return the item to senders.

GIFT CARDS:

Purchased gifts cards will not be refunded or exchanged.

ONLINE DAMAGED ITEMS:

In the event you have received a damaged item via our website, please email contact@derrimut247.com.au, with the following details:

- Full Name
- Order details
- Details of the damage
- Photos where relevant

Please include as much detail as possible to assist us in resolving the issue as soon as possible.

Derrimut 24:7 Gym will assess damaged items within 14 business days of purchase. If an item is deemed as damaged, Derrimut 24:7 Gym will offer to replace or refund the item in accordance with Australian Consumer Law.

ONLINE RETURNS:

Online purchases cannot be returned in-store and must be returned and processed at our warehouse.

Change of Mind: If a change of mind occurs about an item ordered, the item will need to be returned, unopened, unused and in its original condition, at your own expense, within 14 days of purchase. A refund or exchange will then be processed. If items are not sent back in the same condition they were shipped in e.g. arrives with dog/human hair, make up stains etc., the item cannot be returned. Derrimut 24:7 Gym reserves the right to reject items that do not comply with the above conditions, and will return the item to senders.

Damaged and/or Incorrect Items: Items are packaged in a way that they will arrive to you in excellent condition. However, due to your package going through many hands once it leaves our warehouse, the products may shift causing unintentional damage during transit. If you receive a product that has been damaged in transit, please contact us within 24 hours of receiving your order. Please provide a description and photo of the damage occurred to contact@derrimut247.com.au, so an exchange can be processed. Do not dispose of the item(s) and retain the original box and packaging as inspection may be required by the carriers.

ONLINE RETURN PROCESSING:

Returns will be processed within 7 business days of when receiving the goods into our warehouse facility. Refunds will be processed via the payment method in which the you have made the original purchase.