



## The Face of Fitness

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### Please Read the Following

First of all, thank you for choosing Fitcover! We will do our best to serve you the best way we can offer. Before you make returns or exchange of items, please know the following terms and conditions:

- **For Exchange of a New Shade** – We strictly do not accept and exchange if the product is opened/used. You must submit your exchange form online at <https://fitcover.com/pages/exchange> or email at [info@fitcover.com](mailto:info@fitcover.com) within 14 days of receipt of order and include page 2 of this form inside your return package. We do not offer exchanges on purchased sample packs due to hygiene reasons (received and used FREE Sample packs have no impact on exchange).
- **For damaged/Faulty item or received wrong item** – If you believe you have received a faulty item or received incorrect item please send an email to [info@fitcover.com](mailto:info@fitcover.com) immediately to request an Exchange Form and make sure to attach a photo as evidence. Failure to attach a photo will result in your request to be unsuccessful. This form must be submitted, and the product sent within 7 days after receiving your order.
- **Request of Refund** – If you have ordered a Full Experience Kit, or Jar of Mineralize Active Powder Foundation (which both come with FREE Sample packs) and used the Fitcover Mineralize Active Foundation Sample Pack and you are still unhappy with your purchase, please contact us at [info@fitcover.com](mailto:info@fitcover.com) within 30 days of purchasing and we will send you the details on how the simple refund process works. Once the main products have been received and confirmed as unopened, we will provide a full refund of your original purchase price excluding shipping costs. **Please send us as much information as possible so we can take it into consideration when crafting our next piece of magic.**
- **Eligibility of Exchange/Refund** – If you ordered a Full Experience Kit and/or the Kabuki Brush, please be aware that there is no exchange/refund on the Brush due to Hygiene reasons. Therefore, refunds for Full Experience Kit will be half the purchased amount and only the foundation will be refunded. **We strictly do not offer refunds on sample packs, serum, mascara and brow cushion due to hygiene reasons.**

#### Important Note:

- ✓ You shall only be eligible for an exchange/store credit if the goods are unopened and unused.
- ✓ Always include the exchange form inside the return packaging.
- ✓ You are eligible for one (1) free\* exchange. Any further will not be eligible for refund of return shipment costs in store-credit and will incur a dispatch fee of the Standard Delivery fee to your region.
- ✓ Our Stockists run their business separate to ours, so any products purchased online cannot be returned/exchanged at our Stockists, and any items purchased from a Stockist may only be returned/exchanged from where you made your purchase.
- ✓ Send back the unopened main jar to the following address:

**Fitcover Australia c/o AWDS  
Unit 4, 348 Richmond Road,  
Netley, South Australia, 5037**

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We understand that purchasing foundation online can be tricky, so we have a trained team available to help you with your foundation shade selection. Simply go to <https://fitcover.com/pages/match-me> and fill out the form, and upload 2 photos of yourself in natural light with no makeup on. Please note, it is very difficult to be 100% certain what shade you are through computer screens so if a recommendation is given, we sincerely apologize if it is not your perfect shade and can't guarantee that it will be.



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## Exchange Form

### Personal Information

Customer's Full Name: \_\_\_\_\_

Address: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

### Order Details

Order #	Date Purchased	Date Item Received	Item	Quantity

### Select Reason for Exchange:

- Not My Shade
  - Ordered Shade: \_\_\_\_\_ Exchange Shade to: \_\_\_\_\_
- Damaged/Faulty Item
- Received wrong Item
- Others: \_\_\_\_\_

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Customers Signature

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Date

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\*By submitting your exchange, you fully understand and agree to all terms and conditions set out through this form and on our website, which can be seen here: <https://fitcover.com/apps/help-center>.