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info@rammfitathleisure.com
www.rammfitathleisure.com
32 Bridge Street, Nundah, QLD 4012

Need to return an item?

If you are unhappy for any reason, we will accept the return of merchandise within 7 (Seven) days of delivery for Australian customers and 14 (Thirty) days for international customers. Returned merchandise must be unworn, in original condition with the tags attached and provided with your online purchase receipt.

Found a problem?

In the unlikely event that an item is faulty, we ask that you kindly post it back to us with the reason for your return clearly noted on the form so that we can assess the problem. If the item is assessed as faulty, we will send you a replacement. If the relevant style is not in stock, we will arrange a refund including all delivery charges, so please include a postal receipt. Please ensure you reach out to us first, as unauthorised returns will be rejected.

Our online exchange policy

If you have made an online purchase and wish to return for a refund, your item(s) must be posted to RAMM FIT. Customers will be responsible for shipping and handling charges for any returns.

If you have made an online purchase and would like to make a simple exchange in one of our RAMM FIT Retail Stores, you may do so on the condition you satisfy our returns procedure.

Please note, we **do not** refund or exchange items due to change of mind unless explicit written authority is given at the discretion of RAMM FIT Pty Ltd.

Store credits may also be issued in lieu of cash refunds at the discretion of RAMM FIT Pty Ltd.

To return merchandise for a refund, or exchange, please send by tracked post to:

RAMM FIT PTY LTD
32 Bridge Street,
Nundah, QLD, 4012
AUSTRALIA

Please ensure you have Authorisation to return the product, otherwise the return may be rejected. **To obtain an authorisation**, please contact us at info@rammfitathleisure.com using the subject "Return Request – Order #" (input your order number)



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Please complete all fields. Enclose this form and your tax invoice inside your parcel.

CUSTOMER NAME	ORDER DATE	ORDER NUMBER

QTY	STYLE CODE	PRODUCT DESCRIPTION	COLOUR	REASON CODE

REASON CODES

A = Change of Mind

B = Doesn't fit

C = Incorrect Item

D = Gift (not appropriate)

E = Faulty Product

F = Looks different to the image on website

ADDITIONAL COMMENTS (If Required)

