

## **PEACHES PILATES RETURNS POLICY**

### **DIGITAL PRODUCTS**

Our digital products are deemed "used" after download or opening. This unfortunately means we have a strictly no refund policy in regards to dissatisfaction with digital products. Please contact [info@peachespilates.com](mailto:info@peachespilates.com) to see how we can remedy any problems you may have with this.

### **PHYSICAL PRODUCTS**

We recommend that you immediately inspect any product upon delivery to you to ensure that you are completely satisfied with the product, including that the product is of acceptable quality and matches the description of the product. All products come with a 90-day warranty against breakage or manufacturing defect.

Requests for replacements of products must take place within 90 days from the original shipment date in order to receive a replacement. All products being returned must be returned in the condition received by you with all original packaging, accessories and/ or manuals.

Returns received more than one year after date of shipment will not be accepted and will be returned to sender.

#### **Faulty Product**

If you receive a product, which is faulty at time of delivery or faults within 90 days, other than by reason of fair wear and tear or misuse by you, please contact Peaches Pilates directly to arrange the return of the original item and a replacement product to be provided (subject to availability). All returns must be authorised by Peaches Pilates. Return costs of faulty products to be assessed will be at the expense of Peaches Pilates. Faulty products must be returned in the condition received by you with all original packaging, accessories and/or manuals.

#### **Incorrectly Described Product**

Peaches Pilates tries its best to present the products accurately. Peaches Pilates makes no warranty or representation that the information provided by our suppliers in relation to the product description is accurate, reliable and complete.

If you receive a product which is incorrectly described please contact Peaches Pilates directly to arrange the return of the original item and a replacement product to be provided (subject to availability). All returns must be authorised by Peaches Pilates. Return costs of incorrectly described products to be assessed will be at the expense of Peaches Pilates. Incorrectly described products must be returned in the condition received by you with all original packaging, accessories and/or manuals.

#### **Change of Mind – Refunds/Exchanges**

Please choose carefully. We do not provide refunds or exchanges if you have changed your mind or made a wrong selection by mistake. We recommend you carefully preview any orders before adding them to your shopping cart and

proceeding with your order. Should you have any questions regarding a particular product, please email us at [info@peachespilates.com](mailto:info@peachespilates.com).

### **Adjustment of Order Information**

All orders are considered final at time of placement. Please check your details carefully before submitting your order. Should you need to make an adjustment to your order, please contact [info@peachespilates.com](mailto:info@peachespilates.com) immediately. Once an order is placed, there is no guarantee that it can be altered or changed in any way however, we will endeavour to accommodate where possible. Please note contacting carriers directly is the responsibility of the customer.

### **Goods Damaged/Lost in Transit**

If any goods arrive damaged, please contact our [info@peachespilates.com](mailto:info@peachespilates.com) as soon as possible. Peaches Pilates will arrange to have the damaged goods returned to our office or manufacturer and a replacement of the product to be provided (subject to availability). Damaged goods must be returned in the condition received by you with all original packaging, accessories and/or manuals. You must notify Peaches Pilates of the damage within 48 hours of delivery providing full details of the damage along with your order/invoice number.