

At HulaFit, we want you to be completely satisfied with your purchase. That's why, under our Returns Policy, we accept returns of all HulaFit garments within 30 days of the original order delivery date for a full refund or exchange of the purchase price, if conditions are met.

Garments must be returned in the original packaging & in perfect condition. In order for a product to be in perfect condition, it must be unworn, unwashed, and have no traces of hair, deodorant, makeup or distinctive smells and include original tags, if applicable. Item(s) returned due to possible defects are subject to verification.

The item must be returned at the customer's expense and should be sent via Recorded Delivery so that the package can be tracked. The delivery charge is not refundable unless the item is faulty or you have mistakenly been sent the incorrect item (in this case, you will also be refunded the cost of sending the item back).

Please send returns to the below address, making sure that your name and order number is included in the parcel:

HulaFit Ltd, 118 St Johns Road, London E174JQ

Refunds will be issued within 7 working days of receiving returned items, but may take up to 10 days to appear in your account.

The above is relevant to HulaFit Ltd garments only.

HulaFit Hoops

With normal use and care, hoops can be expected to last for at least a year, if not much longer. We have used our HulaFit hoops in weekly classes for several years. However, deterioration in tape coverage is unavoidable. If you experience problems with your hoop within three months of purchase, please contact us to discuss options.

Our hoops are carefully checked before being despatched. In the unlikely event there is a problem with a hoop, we will do our best to put it right and ensure you are happy. If your hoop needs to be replaced, we will happily do this on receipt of the damaged or faulty hoop. If a hoop is found to be faulty, we will provide one replacement, free of charge. The item must be returned at the customer's expense and should be sent via courier service so that the package can be tracked. The delivery charge is only refundable if the item is faulty.

Please ensure that any hoop being returned to us is properly & securely packaged and addressed, as HulaFit is not responsible for damage in transit, or non-receipt of any returned goods. When returning any item, please wrap it in the same way as when it was sent to you, with adequate labelling and a return address in the event of non-delivery. Hoops need to be posted via the courier DHL express as that is how they are sent out.

If you tell us that you do not require a replacement hoop, HulaFit will refund the original amount paid once the faulty or damaged hoop has been returned and inspected.

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