

## HulaFit Garments

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 an exchange of the purchase, if conditions are met. This will be paid once the faulty item has been returned and inspected.

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.

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.

## HulaFit Fitness Hoops

With normal use and following our hula hoop care tips – [available here](#) - hoops can be expected to last for years. Failure to follow our instructions may result in damage to your hoop which is irreversible. Please note, deterioration in tape coverage over time 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 Royal Mail Special Delivery so that the package can be tracked.

Please ensure that any hoop being returned to us is properly & securely packaged as you received it. 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 Royal Mail Special Delivery.

If you tell us that you do not require a replacement hoop, HulaFit will refund the original amount. This will be paid once the faulty or damaged hoop has been returned and inspected. Refunds will be issued within 7 working days of receiving returned items, but may take up to 10 days to appear in your account.

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