

# Returns policy for products purchased online

We want our customers to love every purchase they make from Dynamic Pilates. If you are not 100% happy when you receive your order simply return it in the condition you receive it and we will offer you an exchange or refund no questions asked

## Conditions for Returns & Exchanges

- Products must be returned within 14 days of purchase
- Original tags must remain attached
- Item(s) must be in original condition, unworn, unsoiled and in original packaging
- No items which have make-up marks will be accepted for exchange or return (this includes any tanning marks)

## How to Return & Exchange

- Ensure all tags are intact and items are unworn as per the conditions above
- Send the item back to us by Registered Post with a tracking number. Please ensure you hold on to the tracking number to ensure a safe return. Or alternatively see us in the Studio
- If returning by Post, ensure to include the following items in your parcel:
  - ✓ The items you wish to return/exchange
  - ✓ The Dynamic Pilates invoice
- Once your parcel is received by Dynamic Pilates your exchange or refund will be processed immediately. Please advise us of the exchange you require and we will return post to you FREE, or feel free to see us in person in the Studio

## Refunds

Regrettably we cannot offer exchanges or refunds on SALE items unless faulty/damaged

Refunds can only be made to the credit card registered to your Dynamic Pilates Mind Body account which was used to purchase your item(s), where standard Bank processing times apply

Please note Dynamic Pilates cannot be held liable for any items lost in transit, so keep the tracking number safe

## Questions

If you have any queries regarding the returns and exchange process, do not hesitate to contact Dynamic Pilates by email: [info@dynamicpilates.com.au](mailto:info@dynamicpilates.com.au) or calling us on 02 8084 1897