

# Terms of sales

## Guarantee terms

Warranty Example as below:

1. Warranty: One year (door to door maintenance on the first 30 days) (wear and tear of handrail or seating pad's is not covered in warranty)
2. Warranty: One year door to door maintenance (wear and tear of handrail or seating pad's is not covered in warranty)
3. No Warranty is provided for consuming goods.

## Return Policy

NO RETURN

ABOUT EXCHANGE OF PRODUCTS

If the products received are defective, FitBoxx accept exchange of products within 7 days of purchase. After 7 days, customers can request for maintenance under the warranty policy of specific product.

Customers can contact us for exchange by:

E-mail : [buy@fitboxx.com](mailto:buy@fitboxx.com)

Tel. : 8104-5000

Terms of Conditions:

1. All products are non-refundable.
2. If the products in any used conditions or damaged by customers, FitBoxx reserves the decision to cancel the request of exchange.
3. Customers please keep all the packages, all the parts of products and receipts.
4. Hong Kong customers:

For self pick-up items, customers can go to our store with the products for exchange.

For delivery order items, we will arrange our courier for items pick-up.

5. Overseas customers:

Customers please return the products to our customer services center. The shipping cost from the customers address to our customer services center will be bore by customers.

## Delivery methods and delays

Delivery Terms:

Door to Door delivery

Order amount above HK\$500: Free delivery

Order amount below HK\$500: Shipping Fee: HK\$80

Extra charge will be imposed to some designated remote areas (Including but not limited to Discovery Bay, Tung Chung, Park Island and Ma Wan). Delivery will not provide to the outlying islands of the Hong Kong Special Administrative Region (Including but not limited to Cheung Chau, Peng Chau and Lamma Island).

Additional charge will be imposed if there are no elevators in the building of the delivery address, please contact our customer service team by 8104-5000.