

Terms of sales

Guarantee terms

For Products purchased at the Website, you can apply for a return/exchange within seven (7) calendar days from the date of receipt of the Products (based on the date of receipt on the logistics document), the Customer may, at his own costs, return the defective Product to any of the Operator's stores. Please note that only one return/ exchange request can be made per order. Unless there is a product quality problem, all products are only allowed to be exchanged or returned once per each transaction, and such exchange must be a product of the same style and in the same colour.

Refund Policy

No Repayment terms are valid.

Return Policy

For Products with quality problems purchased at the Website, the Customer may, at his own costs, return the defective Product to any of the Operator's stores within seven (7) calendar days upon receiving of the Product. It is our policy to satisfy the "Return / Exchange Conditions" described below and the quality problems are verified by our after-sales service center.

Please note:

- a. Small threads, raw edges (commonly seen on apparel), colour differences due to different monitors (different displays, colour differences are not avoidable), the thickness of the Products, running threads, hand-feel, and other similar details, etc, are not recognized as quality issues.
- b. Return/exchange due to reasons such as style, colour, and subjective preferences are not a return/exchange for Products with quality issues.
- c. Damage caused by improper use, wash, or damage caused by your own alteration or other human factors will not be considered as a quality issue.
- d. When selecting the size, please refer to the size chart and choose the size that suits you. The customer service team can only provide suggestions, not as the basis for your final purchase decision. If you return/exchange due to size issues, it is not a return/exchange of Products with quality issues.
- e. Goods return will not be accepted if the goods are found used, altered or damaged due to improper use.

Return Fees

1. Returned products to the stores at buyer's own cost
2. The shipping fee for replacement/exchange of the goods is paid by the seller

Delivery methods and delays

3 working days after received order confirmation, except for the following products, Delivery is expected to be completed within 5 working days after received order confirmation.

1. Dumbbells
2. PowerPlate Vibration Platform

Period for returns

7_Days