



## Return and Refund Policy

Last updated: March 03, 2024

Thank you for shopping at Gymcense website and Gymcense app.

If, for any reason, You are not completely satisfied with a purchase We invite You to review our policy on refunds and returns.

The following terms are applicable for any products that You purchased with Us.

### Interpretation and Definitions

#### Interpretation

The words of which the initial letter is capitalized have meanings defined under the following conditions. The following definitions shall have the same meaning regardless of whether they appear in singular or in plural.

#### Definitions

For the purposes of this Return and Refund Policy:

Application means the software program provided by the Company downloaded by You on any electronic device, named Gymcense

Company (referred to as either "the Company", "We", "Us" or "Our" in this Agreement) refers to Gymcense Limited, Gymcense, PO Box 802, Rochdale, OL16 9UA.

Goods refer to the items offered for sale on the Service.

Orders mean a request by You to purchase Goods from Us.

Service refers to the Application or the Website or both.

Website refers to Gymcense, accessible from [gymcense.com](https://gymcense.com)

You means the individual accessing or using the Service, or the company, or other legal entity on behalf of which such individual is accessing or using the Service, as applicable.

## **Your Order Cancellation Rights**

You are entitled to cancel Your Order within 14 days without giving any reason for doing so.

The deadline for cancelling an Order is 14 days from the date on which You received the Goods or on which a third party you have appointed, who is not the carrier, takes possession of the product delivered.

In order to exercise Your right of cancellation, You must inform Us of your decision by means of a clear statement. You can inform us of your decision by:

By email: [support@gymcense.com](mailto:support@gymcense.com)

By visiting the Returns section under My Account

We will reimburse You no later than 14 days from the day on which We receive the returned Goods. We will use the same means of payment as You used for the Order, and You will not incur any fees from Us for such reimbursement.

## **Conditions for Returns and Refunds**

In order for the Goods to be eligible for a return, please make sure that:

- The Goods were purchased in the last 14 days
- The Goods are sealed in the original packaging

The following Goods cannot be returned:

- The supply of Goods made to Your specifications or clearly personalized.
- The supply of Goods which according to their nature are not suitable to be returned, deteriorate rapidly or where the date of expiry is over.
- The supply of Goods which are not suitable for return due to health protection or hygiene reasons and were unsealed after delivery.

- The supply of Goods which are, after delivery, according to their nature, inseparably mixed with other items.

We reserve the right to refuse returns of any merchandise that does not meet the above return conditions in our sole discretion.

### Returning Goods

You are responsible for the cost and risk of returning the Goods to Us. You should pack your goods securely then arrange for and pay the necessary postage to ship the goods back unless otherwise directed by the Gymcense Returns team.

Goods are to be returned to the following address:

Gymcense, PO Box 802, Rochdale, OL16 9UA

We cannot be held responsible for Goods damaged or lost in return shipment. Therefore, We recommend an insured and trackable mail service. We are unable to issue a refund without actual receipt of the Goods or proof of received return delivery.

### Refunds for Goods

Refund requests must be made within 14 days after receipt of your goods.

We accept refund requests for goods sold on our Site for any of the following reasons:

- Good is broken;
- Good does not match description; or
- Wrong item sent.

Refunds do not apply to the following goods:

- Skincare Products
- Deodorant Products;
- Body wipes; and
- Other items which specifically state (e.g. on the product page) that no returns are available.

## Contact Us

If you have any questions about our Returns and Refunds Policy, please contact us:

By email: [support@gymcense.com](mailto:support@gymcense.com)

By visiting the Returns section under My Account