



REFUND AND RETURN POLICY

Session Fees and Club Membership

All payments for Session Fees and Club Membership, made to Excel Gymnastics Academy Ltd under the agreed Terms & Conditions are non-refundable in all events. For cancellation of membership see the **Cancellation Policy**.

Excel Club Kit and Merchandise

All payments made for Excel Gymnastics Academy club kit and merchandise are non-refundable.

If the item you purchased is faulty then you may return the item within thirty (30) days of purchase and we will repair or replace the item for you.

If the item of clothing you purchased is the wrong size, you may return the item within thirty (30) days of purchase and we will replace for the correct size, or provide a full refund as long as the item is still in its original state.

Please note that we WILL NOT be able to replace or provide a refund for the following items, unless they are being returned due to a manufacturing fault:

- Items that have been worn
- Items that have been washed
- Leotards that do not still have the hygiene pad in place
- Items that have had the tags removed
- Items that have been damaged since they have been purchased
- Items that do not have the original packaging

Items will only be replaced, or a refund issued, if they are in the original state that you received them, so that they are suitable to be resold.

In the event the product you are returning has been discontinued since your purchase, you will be issued with a credit note for another item.

If you wish to return or replace a product you must notify us by email: paul@excelgym.co.uk

In your email you must clearly state what item you wish to return/replace, what date you purchased the item and the reasons you wish to return/replace. You will then be provided with further instructions of how to exchange and where to send the item. You will be responsible for paying any postal charges to return an item.