

- We will refuse unauthorized returns. FitnessProDirect.com will refuse your returned package, and returned to you at your expense, if you do not email us within 7 days of receiving your order for a Return Authorization Number (RA#) and for the correct "Return Shipping Address" that we will furnish you with via email. In order for us to accept the package, the correct RA# must be legible on the front of the package, and you must have a postmarked date on your package that is within 7 days from when we issue you a RA#.
- Shipping charges for returns will be at the customer's expense, unless we have shipped the wrong item to you in error.
- FitnessProDirect.com will not be responsible if the merchandise you ship back to us is lost in the mail. We strongly recommend that you use UPS, with a tracking number or delivery confirmation, as we cannot be responsible for items lost in the mail.
- FitnessProDirect.com will not be held responsible under any circumstances for delays in delivery of your purchased merchandise and any associated damages, due to delays in carrier delivery, due to events beyond its reasonable control, including without limitation, acts of God or public enemy, floods, fire, civil disobedience, lockouts, strikes, freight embargoes and acts of federal, state or local government.
- All authorized returns that meet FitnessProDirect.com's Refund and Exchange Policy set forth above will result in either a refund to the credit card used for the original purchase or an exchange will be issued.

Returned Item Descriptions

Clothing and Shoes: Returns must be made within 14 days of receipt. All returned items must not be worn or laundered. Original tags must remain on the merchandise for full refund. Shipping fees for returned and exchanged items will be at the cost of the customer. A full refund will be made immediately if these conditions have been met. Please include a copy of your invoice or order number with each return or exchange. Please notify our returns department at info@fitnessprodirect.com.

Supplements and Tanning Products: All supplements must be returned unused with its original seal within 14 days of receipt. Items that have been opened will not be issued a refund and will not be accepted by FitnessProDirect.com.

Jewelry: Items can be returned at any time. All items must have the original tags attached and must not be worn.