



HUSTLE & HEART
Cycling Studio

WARRANTY AND RETURNS POLICY

FUTURE INDEFINITE INVESTMENTS 180 (PTY) LTD T/A HUSTLE & HEART CYCLING STUDIO
("HUSTLE & HEART")

1. Online orders are subject to availability and acceptance by **Hustle & Heart**.
2. Unless otherwise communicated, online orders will be available for collection from **Hustle & Heart's** premises within 3 (three) business days after confirmation of the order.

Exchanges OR Refunds:

3. The following returns will be accepted **within 10 business days** from the date of purchase of the merchandise and will be exchanged or refunded:
 - 3.1. An item purchased, has remained **unused**
 - 3.2. An item purchases, has remained **unwashed**
 - 3.3. An item purchased, has been delivered **damaged**
 - 3.4. An **incorrect** item was mistakenly **purchased**
 - 3.5. An **incorrect** item was mistakenly **delivered**
 - 3.6. An item is or becomes **unsuitable** or **unfit** for its intended purpose to satisfy a particular purpose
 - 3.7. In order for an exchange or refund to be awarded:
 - 3.7.1. all items must be returned in their **original, unopened** and **sealed** condition within which it was purchased
 - 3.7.2. all items must include all **original packaging** and **documentation** (where applicable)
 - 3.7.3. all items must have their **original tags, labels** or **stickers** attached
 - 3.7.4. **proof of purchase** will be required
 - 3.7.5. **proof of identification** will be required



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4. The following returns will be accepted **within 6 (six) months from the date of purchase** and will be capable of an exchange or refund, if:
 - 4.1. The item becomes **unsafe** for use
 - 4.2. The item has been **recalled** by **Hustle & Heart**
 - 4.3. The item purchased, shows signs of **poor quality** (but this excludes fair wear and tear and incorrect washing procedures).
5. The following items will **not be eligible** for an exchange or refund:
 - 5.1. Where an item is returned after 10 business days and does not meet the criteria in 4 above.
 - 5.2. Where the customer was made aware by **Hustle & Heart**, upon the purchase of an item, that the item was defective, had missing parts or wasn't packaged in its original packaging and the customer accepted to continue to purchase the item.
 - 5.3. Where flaws or defects occur from normal wear and tear.
 - 5.4. Where flaws or defects occur from a failure to adequately care for the item.
 - 5.5. Where flaws or defects occur from a customer's negligence, user abuse or incorrect use.
 - 5.6. Where an item was altered.
 - 5.7. Where an item was damaged due to failure to follow the recommended wash instruction.
 - 5.8. Where an item was discounted, on promotion or on clearance.
 - 5.9. Where an item has been personalised for a customer.

Exchanges:

6. Where an item becomes eligible for a return, it may be exchanged as well, subject to in-store stock availability.
7. Where no stock is available for exchange, a refund will be process in line with these terms.
8. Eligible items may only be exchanged for the same item, or another item of equal or greater value. Where the replacement item is of greater value, the customer shall pay the difference in price.

Refunds:

9. All refunds will be processed by **Hustle & Heart** within **30 days** from the date on which the return was processed, using the same method of payment the customer originally used for the purchase.

Warranty:

10. Most items are subject to a manufacturer's warranty, but remain subject to **Hustle & Heart's** conditions stated herein.



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11. **Hustle & Heart** makes no representation whatsoever and give no guarantee against any defects in respect of any items.
12. All warranties, whether implied or not, are hereby expressly excluded.



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