



Refund Policy

FitHai Refund Policy is only applicable after the return process for your order has been successful and you have received an email notification stating that you're eligible for a refund. It will take 2-days to process the returned order after we have received it (an email notification will be sent out notifying you that your return has been received and is being processed for a return).

*** PLEASE NOTE AS THERE IS NO QUICK WAY TO PROCESS A RETURN, THEREFORE THE INITIAL PROCESS TIME-FRAME AND THE TIME TO PROCESS THROUGH A BUSINESS TRANSACTION ***

If the return/exchange process has determined the refund, whether it is a full or partial order refunded, then only the amount paid for that partial or full order paid would be refunded.

*** If a promotional coupon or code is used, then only the amount paid will be refunded.***

PAYMENT METHODS	REFUND METHODS
CASH ON DELIVERY	When payments for orders made on www.fithai.pk is made via cash, then you will be issued a refund through the following channels: - <ul style="list-style-type: none"> - Bank Transfer for a refund for the complete order or partial order as determined by the return/exchange process. - Purchase amount in terms of cash can be collected from the nearest EASYPAlSA outlets. - Customer can redeem a FiT Voucher for the equivalent amount of store credit to be used at a future date.
EASYPAlSA SHOP	<ul style="list-style-type: none"> - Customer can redeem a FiT Voucher for the equivalent amount of store credit to be used at a future date. - A Refund will be issued on the same card used for making a payment for the order.
EASYPAlSA DEBIT/CREDIT CARD	<ul style="list-style-type: none"> - Customer can redeem a FiT Voucher for the equivalent amount of store credit to be used at a future date. - A Refund will be issued on the same debit/credit card used for making a payment for the order.

REFUND METHODS	TIMEFRAME
FiT Voucher	24 Hours
Bank Transfer	5 Days
Any EasyPay Refund	10 Business Days