



Return/Exchange Policies of Goods and Cancellation of Orders

We currently have a 2-day timeframe for return/exchange of goods in the specific order from the time that they received the order by door-to-door delivery and given that the product is still unopened and the factory sealed is intact (an email notification will be sent out notifying you that your return has been received and is being processed for a return). After the product has been received back by FitHai, we will process the return, which will be a 2-day timeframe during which a customer can exchange the product for a different product of equivalent or lesser value.

HOW DO I RETURN ITEMS PURCHASED?

- 1.) After the customer decides to return the order within the allotted timeframe, the customer has to send an email to orders@fithai.pk or call our UAN 0343 - 3484242 between 10am to 4:30pm. If the customer decides to apply through email, they simply have to put the words "Return/Exchange" in the Subject of the Email with the Order#. When a customer sends an email or calls our UAN number to process a return or exchange, they are aware that they will be charged a fee of Rs. 250/order.
- 2.) After we process the return/exchange, customer has to return the product back to us factory sealed, without use as it was delivered to the customer. Customer can arrange to have the product delivered back by them or FitHai can arrange to have the product picked up for return processing for a fee of Rs. 250.
- 3.) After the returned product has been received by FitHai, an email will be sent informing the customer that we have started to process their return. Once a decision has been finalized, the customer will be notified by phone or email if their return has been completed successfully or unsuccessfully and details regarding exchange or return will be discussed at that time.

(Refund Policies are stated in the Refund Policies section).

"UPON RETURNING THE PRODUCT FOR REFUND/EXCHANGE, THE CUSTOMER SHOULD BE AWARE THAT IF THE ANY OF THE MANUFACTURER SEALS ARE BROKEN OR TAMPERED WITH, THE ITEM WILL NOT BE PROCESSED FOR RETURN OR EXCHANGE WILL BE RETURNED BACK TO THE CUSTOMER WITH A CHARGE OF RS 250/=."

"IF THE CUSTOMER HAS PLACED AN ORDER WITH MULTIPLE ITEMS AND HAS RETURNED A COMPLETE ORDER FOR A REFUND, AND DURING THE RETURN PROCESS IT IS DETERMINED THAT ONLY A PARTIAL ORDER IS ELIGIBLE FOR A REFUND, THEREFORE ONLY THE AMOUNT PAID FOR THE ELIGIBLE ITEM WILL BE REFUNDED AND THE OTHER ITEMS WILL BE RETURNED BACK TO THE CUSTOMER."

Cancellation of Orders

If the customer has placed an order on www.fithai.pk, and wants to cancel the order, they have to cancel before next 5pm dispatch time as after that time the order would be dispatched.

For e.g., if the customer places an order on Monday at 2pm, then they have to cancel by 5pm on Monday to make sure that the order has been cancelled without any penalties.

If the customer places an order at 6pm on Monday then they have the ability to cancel the order before 5pm on Tuesday to make sure that it is cancelled without any penalties.