



# AERIAL FITNESS

## INSTRUCTOR TRAINING

### RETURN/EXCHANGE OF GOODS FORM

|                                                                                                          |                    |                     |                 |
|----------------------------------------------------------------------------------------------------------|--------------------|---------------------|-----------------|
| <b>Customer Name:</b>                                                                                    |                    |                     |                 |
| <b>Email Address:</b>                                                                                    |                    |                     |                 |
| <b>Order Number:</b>                                                                                     | <b>Order Date:</b> | <b>Return Date:</b> |                 |
| <b>Postal Address (for exchanges):</b>                                                                   |                    |                     |                 |
| <b>Item/description</b>                                                                                  | <b>Quantity</b>    | <b>Return</b>       | <b>Exchange</b> |
|                                                                                                          |                    |                     |                 |
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|                                                                                                          |                    |                     |                 |
|                                                                                                          |                    |                     |                 |
| <b>Please use this space to include the reason for return or product you would like to exchange for:</b> |                    |                     |                 |

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#### RETURNS/EXCHANGE PROCEDURE

- Notify Spin City of your intent to return or exchange an item within 14 days of delivery.
- Package any items for exchange or return securely and include a completed copy of the above form, indicating whether you wish to return or exchange the item.
- Send to: Spin City Post PO Box 344 Wallingford OX10 1FD.
- The Spin City Team will use the information provided on your form to contact you about your return and will issue a refund or exchange, as covered in the terms and conditions of purchase (copy overleaf).



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### PHYSICAL GOODS TERMS & CONDITIONS

**Exercising your right to change your mind if you are a consumer (Consumer Contracts Regulations 2013).** If you are a consumer then you may have a legal right to change your mind within 14 days and receive a refund. These rights, under the Consumer Contracts Regulations 2013, are explained in more detail in these terms.

**How long do consumers have to change their minds?** If you are a consumer, you have 14 days after the day we email you to confirm we accept your order in accordance with clause 2 to receive a refund for the products ordered. Refunds are subject to a safe return of all products in an unused condition. However, once we have completed the provision of any electronic products you cannot change your mind, even if the period is still running; as described below.

All electronic goods (PDF files) will be supplied via an emailed link. Consumers have 7 days to download the file and may download the file up to 3 times. If the product has been downloaded once or more, then the goods will be non-refundable. If the product has not been downloaded then consumers are still entitled the 14 day refund policy as standard.

Consumers are also responsible for the safe storage of any electronic files purchased. We will replace any current electronic files that have been misplaced where possible but cannot replace any previous editions or versions of electronic files purchased that are not the current edition.

How to receive a refund (including if you are a consumer who has changed their mind)

**Tell us you want to receive a refund.** To end the contract with us, please let us know by doing one of the following:

**Phone or email.** Call us on 07866490876 or email us at [spincityaerialfitness@gmail.com](mailto:spincityaerialfitness@gmail.com). Please provide your name, home address, details of the order and, where available, your phone number and email address.

**By post.** Write to us at Spin City Post, PO Box 344, Wallingford, OX10 1FD, including details of what you bought, when you ordered or received it and your name and address.

**How we will refund you.** If you are entitled to a refund under these terms we will refund you the price you paid for the product by the method you used for payment once we have received the return of the physical goods. However, we may make deductions from the price, as described below.

**When we may make deduction from refunds if you are a consumer exercising your right to change your mind.** If you are exercising your right to change your mind we may deduct from any refund an amount for goods that are returned in a damaged or used condition. The amount will be in proportion to what has been supplied, in comparison with the full coverage of the contract. If goods are not returned to us, or do not reach us then no refund will be made. It is the responsibility of the consumer to ensure that an appropriate postal service is used to return the products and they are adequately insured.

**When your refund will be made.** We will make any refunds due to you as soon as possible. If you are a consumer exercising your right to change your mind then your refund will be made within 14 days of your telling us you have changed your mind and you returning the goods.