

# REFUND AND RETURN POLICY

**Effective Date: May 13, 2026**

At Fit Perfect, customer satisfaction is important to us. If you are not completely satisfied with your purchase, we are here to help.

## 1. Eligibility for Returns

Items may be returned if:

- The item received is damaged, defective, or incorrect
- The return request is made within 7 days of delivery
- The item is unused, unworn, and in original condition
- Original tags and packaging are intact

## 2. Non-Returnable Items

The following items are not eligible for return:

- Worn or used items
- Clearance or sale items
- Personalized or customized products
- Underwear or intimate wear where applicable

## 3. Return Process

To initiate a return:

1. Contact our support team with your order details
2. Provide clear photos where necessary
3. Await return approval and instructions
4. Ship the item back using the provided return process

#### **4. Refunds**

Approved refunds will be processed within 5–10 business days and issued to the original payment method where possible.

#### **5. Exchanges**

Exchanges are subject to product availability. If the requested item is unavailable, a refund or store credit may be offered.

#### **6. Damaged or Incorrect Orders**

If you receive a damaged or incorrect item, please contact us within 48 hours of delivery with supporting photos.

#### **7. Shipping Costs for Returns**

Customers may be responsible for return shipping costs unless the wrong item was sent or the product arrived damaged.

#### **8. Contact Us**

Fit Perfect

Email: [admin@fitperfect.com.ng](mailto:admin@fitperfect.com.ng)

Phone: +234 911 098 2927