

Refund policy

We offer free exchange for clothing order if you have received the wrong item

We have a 14-day return policy, which means you have 14 days after receiving your item to request a return.

To start a return, you can contact us at sales@flexfit.co.za

CHANGE OF MIND?

If you change your mind or wish to exchange for a different size, you can return your item for an Exchange or refund provided that the item(s) meets our Return Conditions. If the item does not meet our Return Conditions it will not be accepted upon return.

You have 14 days from receipt of your order to initiate a return

The customer will be responsible for covering the shipping and handling costs associated with the return of the item.

Until the returned item(s) reach our facility, they remain your responsibility and property.

FINAL SALE ITEMS

All sale items marked down from their original price are final sale and cannot be returned or exchanged, including during promotional events such as EOFY or Black Friday.

CONDITIONS FOR RETURNS

In order for your item(s) to be accepted upon return it must meet the following criteria:

Clothing must be unworn, unwashed and in the original packaging with tags and liners attached.

Clothing must be free of perfume, body odour, deodorant or washing powder.

Clothing must be free of make-up, tan marks, glitter and pet hair.

Boxed items must be unopened and the seal unbroken.

Please ensure your return is packaged adequately to ensure it is not damaged during return delivery to our facility.

FAULTY ITEM POLICY

At FLEX FIT SPORTSWEAR, we are committed to ensuring the satisfaction and well-being of our customers. If you believe that an item you have purchased from us is faulty, we encourage you to contact our support team within 10 days of your purchase for inspection. Our dedicated team will examine the provided images of the item for any faults. In the event that your item is deemed faulty, we will gladly provide an exchange, subject to the availability of the product in stock. If the product is unavailable, we will offer you store credit as an alternative. Please be advised that items outside of the 10-day period will not be considered under our Faulty Item Policy and therefore are not eligible for exchange/store credit. We appreciate you're understanding and adherence to this policy to ensure a smooth and fair process for all our customers.

EXCHANGES

If the item is not the right size or does not suit you, you have the option to exchange it for a different size or item. We will send the exchange items to you as soon as your return is received.

Please note that we cannot hold products for exchange. We advise you to send your return promptly to ensure that you receive your exchange items without any delay.

In the event that the exchange item is out of stock, we will provide you with store credit.

Please note that discount codes cannot be applied to product exchanges.

RETURN FOR STORE CREDIT

Your Store Credit will become active once we have received your product back at our facility.

Please allow up to 1 weeks for your return to be received and Store Credit issued.

Store Credit is issued to you in the form of a Gift Card and is emailed electronically to the original email address from the order. Please check your spam/junk mail if you haven't received this yet.

Gift Cards are valid for 1 year from the issue date and are non-refundable.

Discount Codes previously applied are excluded from the Return Store Credit value.