

## **Return & Refund Policy – Lycan Fitness**

### **1. Voluntary Returns (Not Related to Product Defects or Lycan Errors)**

This process applies when a customer wants to return a product for an exchange or refund without any product defect or fault from Lycan Fitness.

#### **General Conditions:**

- Applies only within 30 days of the purchase date.  
*(Requests outside this time frame will not be accepted.)*
- The customer must return the item in its original packaging, and is responsible for covering return shipping costs.
- Once the item is received, it will undergo an inspection to verify it is in optimal condition.
- If approved, a refund will be issued, excluding the original shipping cost.

#### **If the customer requests a product exchange:**

- A price adjustment will be made based on the value of the new item:
  - If the new product is more expensive, the customer must pay the difference.
  - If it is less expensive, the difference will be refunded.
- The customer will also be charged for the shipping cost of the new item.
- Once the shipping payment is received via Zelle (or other agreed method), the order will be processed and the tracking number will be provided.

### **2. Damaged or Defective Products**

This process applies when a customer receives a damaged or defective product.

#### **Procedure:**

- The customer must provide photos and/or videos to support the damage claim.
- If the issue is confirmed:
  - A UPS return label will be issued for the product to be sent back.
  - The item must be returned in its original packaging.
- Once the item is received:
  - A technical inspection will be performed to confirm the issue.
  - If the damage is verified, the customer will be offered two options:



- A replacement of the same product in new condition (Lycan covers shipping), or
- A full refund, including the original shipping cost.

**Additional Notes:**

- Returns will not be accepted for used or mistreated items, or products not returned in their original packaging.