



Return & Refund Policy – Lycan Fitness

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

This process applies when a customer wishes 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.
(We can only accept return requests within 30 days of purchase to ensure product quality and traceability.)
- 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.
- Lycan Fitness reserves the right to reject returns that do not meet the conditions mentioned above.
- Products marked as final sale, clearance, or second hand are not eligible for refunds, exchanges, or warranty coverage.

2. Damaged or Defective Products

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

- If the product arrives visibly damaged due to carrier handling, please report it immediately upon delivery so we can assist with a shipping claim.

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 verify the issue.
 - The inspection will be completed within 5 business days of receipt, and customers will be notified immediately of the resolution.
 - 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.



- If the inspection does not confirm a manufacturing defect (e.g., the issue results from misuse, improper installation, or normal wear), the item will be returned to the customer, and shipping costs may apply. The customer must confirm payment of the return shipping before the product is sent back.

Note: This policy covers manufacturing defects and shipping damage only. Normal wear, misuse, or product modifications are not covered.

Important Notes:

- Returns will not be accepted for used or mistreated items, or for products not returned in their original packaging.
- All returns require prior authorization from Lycan Fitness.
- Refunds are processed to the original payment method within 7–10 business days after inspection approval.
- If a product was not discounted at the time of purchase but later goes on sale, it does not qualify for an exchange or price adjustment. Discounts cannot be applied to orders placed before the promotion became active online.