



## **Return & Refund Policy – Lycan Fitness (Revised)**

### **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 attributable to Lycan Fitness.

#### **General Conditions:**

- Return requests must be submitted within 30 days of the purchase date.
- The product must be unused, in like-new condition, and returned in its original packaging, including all accessories, manuals, hardware, and components.
- The customer is responsible for all return shipping costs.
- Orders that qualified for free shipping are still subject to deduction of the actual outbound shipping cost incurred by Lycan Fitness. Free shipping is a promotional benefit and is not refundable.
- Once the returned item is received, it will undergo an inspection to verify that it meets return eligibility requirements.
- Approved refunds will be issued less:
  - The actual outbound shipping cost incurred by Lycan Fitness, even if the order qualified for free shipping.
  - Return shipping costs.
  - Any applicable handling, freight, or restocking fees.
  - Oversized, freight-shipped, commercial, or assembled equipment may be subject to a restocking fee of up to 15% of the purchase price.
- Lycan Fitness reserves the right to reject any return that does not meet the conditions outlined in this policy.
- Products marked as Final Sale, Clearance, Open Box, Used, Demo, 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:
  - A replacement of the same product in new condition (Lycan covers shipping),
  - Or a full refund, including the original shipping cost.

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

### 3. Cancellations

If you need to cancel or edit your order, please email us at [info@lycanfitness.com](mailto:info@lycanfitness.com) immediately with "CANCEL" in the subject line, or contact us here: [CONTACT FORM](#)

We will do our best to accommodate your request, though we try to get orders shipped out as fast as possible. You may reach out to request a cancellation or edit, but please note that, once the order begins the fulfillment process, we can no longer accommodate a cancellation or edit.

### 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 written authorization from Lycan Fitness.
- Refunds are processed to the original payment method within 7–10 business days after inspection approval.
- Products that show signs of use, assembly, installation, damage, missing components, or altered packaging may be subject to additional deductions or may be deemed ineligible for return.
- Refusal of delivery by the customer does not eliminate responsibility for outbound shipping costs, return freight charges, storage fees, or other carrier-related expenses incurred by Lycan Fitness.
- If a product was purchased at full price and later becomes subject to a promotion, sale, or discount, the order does not qualify for a price adjustment, refund of the difference, or exchange based solely on the subsequent promotion.