

REFUNDS & RETURNS



On-line Purchases

If you are not happy with your product that was purchased on-line for any reason, itsports are happy to exchange it or provide you with a credit, providing the product is returned to us in its original condition, undamaged and unopened. The customer will pay all freight charges. If goods are faulty, or different from a sample shown, you may choose between a refund, exchange or a credit.

Defective Products

Defective products must be returned to itsports within (14) fourteen days of the purchase date to be eligible for replacement. Depending on the fault, certain products may need to be returned to the manufacturer for inspection. Products will be replaced with the same product originally purchased. For products that cannot be replaced, a full refund will be offered.

How to return your item

1. In person / courier; address to; itsports Pty Ltd.
Unit 23, 61-71 Beauchamp Road
Matraville NSW 2036.
 2. By Mail - Send your item to; itsports Pty Ltd.
PO Box 43
Matraville NSW 2036
Australia
2. Please ensure that your details listed below are included with the item.

Your first name _____

Your last name _____

Your email address _____

Your delivery address _____

Place of purchase _____

Invoice or receipt number _____

Date of purchase _____

3. As soon as the returned item has been received, a replacement product will be shipped.

IMPORTANT

- The return must be received by itsports Pty Ltd within (14) fourteen days from the purchase date.
- Replacement product will only be shipped after the faulty item has been received by itsports Pty Ltd..
- If you feel that your return falls outside of our policy, then you will need to contact us on 02 9666 9530 or email sales@itsports.com.au, to confirm if your return can be accepted.