RETURNS, EXCHANGES & REFUNDS POLICY

REDEFINE THE WAY YOU MOVE.

Effective date: 21 July 2026

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This policy applies to purchases made through axonfit.com.au from AxonFit Pty Ltd ("AxonFit", "we", "us" or "our").

We want customers to shop confidently while keeping our returns process fair and sustainable. This policy provides additional change-of-mind options for eligible products and explains the remedies available under the Australian Consumer Law (ACL).

Australian law does not generally require a business to accept a return merely because a customer changed their mind, selected the wrong size or colour, or decided that a product was unsuitable. The change-of-mind exchange and AxonFit Reward Credit options in this policy are additional benefits voluntarily offered by AxonFit and are subject to the stated eligibility conditions.

Nothing in this policy excludes, restricts or modifies any consumer guarantee, right or remedy that cannot lawfully be excluded under the ACL.

1. Quick policy summary

Reason for return	Contact us	Available outcome	Return costs
Change of mind, incorrect size or colour preference on an eligible Full-Price or Sale Item	Within 14 calendar days after delivery	One exchange or AxonFit Reward Credit; no refund to the original payment method	Customer pays return postage and exchange re-delivery
Sale Item - change of mind	Within 14 calendar days after delivery, unless marked Clearance or Final Sale	One exchange or AxonFit Reward Credit based on the discounted price actually paid	Customer pays return postage and exchange re-delivery
Clearance or Final Sale item - change of mind	Not eligible	No exchange, refund or AxonFit Reward Credit	Not applicable
Faulty, unsafe, materially misdescribed or otherwise not compliant with the ACL	As soon as reasonably possible; no fixed 14-day limit applies	Remedy determined by the ACL, including repair, replacement, refund or compensation where applicable	Reasonable return costs reimbursed after the fault is confirmed; AxonFit pays where otherwise required by law
Incorrect item supplied or item damaged in transit	Contact us promptly	Correct item, replacement, refund or another remedy as applicable	AxonFit pays reasonable return costs

The table is a summary only. The full conditions below apply.

2. Change-of-mind, size and colour exchanges

Choosing the wrong size or colour, deciding an item does not suit you, finding it cheaper elsewhere or no longer wanting it is treated as a change of mind unless the product is faulty, incorrectly labelled or materially different from its description or size information.

There is no automatic cooling-off or change-of-mind return right merely because an order was placed online. Nevertheless, AxonFit voluntarily provides the limited exchange and AxonFit Reward Credit options below for eligible products.

For an eligible Full-Price Item or Sale Item, you may request either:

- one exchange for another available size or colour of the same product; or
- AxonFit Reward Credit for the amount paid for the returned product, excluding original delivery charges.

We do not provide a refund to the original payment method for change-of-mind returns. This means that the amount will not be returned to a card, Apple Pay, Google Pay, Link, PayPal, Afterpay, Klarna, Zip or any other payment method. The available voluntary remedies are limited to one eligible exchange or AxonFit Reward Credit.

To be eligible, you must:

- contact us within 14 calendar days after the order is shown as delivered;
- return the item within 7 calendar days after we approve the return and provide instructions;
- provide your order number or other reasonable proof of purchase; and
- return the product in its original, saleable condition.

For a change-of-mind return, the product must be:

- unworn other than briefly tried on indoors;
- unwashed, unused and unaltered;
- free from marks, makeup, deodorant, fake tan, perfume, body odour, pet hair and other contamination;
- returned with all original tags, hygiene seals, labels, accessories and packaging attached or included; and
- free from damage caused after delivery.

Please try garments on over underwear and take reasonable care not to mark or stretch them. We may decline a voluntary change-of-mind return if these conditions are not met. These conditions do not limit your ACL rights where a product has a fault or other failure to comply with a consumer guarantee.

3. Exchange conditions and costs

Change-of-mind exchanges are subject to stock availability and the following conditions:

- Only one voluntary exchange per item is available.
- The customer pays the cost of sending the original item back to AxonFit.
- The customer also pays the reasonable cost of sending the exchange item. We will disclose this re-delivery charge before processing the exchange.
- We recommend using a tracked postal service. AxonFit is not responsible for a change-of-mind return lost or damaged before it reaches us.
- An exchange item will not be reserved until the returned item passes inspection.
- If the requested replacement is unavailable, we will issue AxonFit Reward Credit rather than refunding the original payment method.

3. Exchange conditions and costs - continued

- If we agree to exchange for a different product, any price difference must be paid by the customer. Any lower balance will be issued as AxonFit Reward Credit.
- A replacement supplied as a voluntary exchange is not eligible for another change-of-mind exchange. ACL rights still apply if the replacement is faulty or otherwise fails a consumer guarantee.

Do not send a return without contacting us first. Unauthorised change-of-mind returns may be refused or returned to the sender at the sender's cost. This return-authorisation requirement does not remove any ACL rights.

4. Products excluded from change-of-mind returns

The following cannot be returned or exchanged for change of mind:

- products clearly marked Clearance, Final Sale or Non-returnable before purchase;
- underwear and swimwear bottoms;
- socks where the packaging or hygiene seal has been opened;
- drink bottles, shakers or other drinkware where a hygiene seal has been removed, or the product has been filled, washed or used;
- towels removed from sealed packaging or used;
- personalised, customised or altered products;
- gift cards, e-gift cards and promotional vouchers;
- free gifts, samples or promotional items that were not separately purchased; and
- any product that does not meet the condition requirements in section 2.

These exclusions apply only to voluntary change-of-mind returns. They do not apply where a product fails to meet a consumer guarantee under the ACL.

5. Full-Price, Sale, Clearance and Final Sale products

For this policy, the following categories are treated differently for voluntary change-of-mind returns.

Full-Price Items

A Full-Price Item is a product purchased at its normal selling price. Eligible Full-Price Items may be returned for one exchange or AxonFit Reward Credit under sections 2 and 3.

Sale Items

A Sale Item is a product temporarily discounted through an ordinary sale, promotional price, discount code or sitewide promotion but is not marked Clearance or Final Sale. Eligible Sale Items may be returned for one exchange or AxonFit Reward Credit under sections 2 and 3. Any exchange value or Reward Credit will be based on the discounted price actually paid, not the product's original or later price.

Purchasing an item with AxonFit Reward Credit generated from Axon Points, a member discount, promotional code or mixed payment does not by itself make the item a Clearance or Final Sale product.

Clearance and Final Sale Items

A Clearance Item is generally an end-of-line, discontinued, previous-season or permanently reduced product clearly identified as Clearance before purchase. A Final Sale Item is a product clearly identified as Final Sale or Non-returnable before purchase.

Clearance and Final Sale Items cannot be returned for a change of mind, incorrect size, colour preference, unsuitable fit or a later price reduction. No voluntary exchange, AxonFit Reward Credit or refund to the original payment method is offered for those reasons.

5. Full-Price, Sale, Clearance and Final Sale products - continued

Clearance and Final Sale Items remain covered by the ACL. If such a product has a major or minor problem that was not disclosed before purchase, the customer may be entitled to an ACL remedy.

If a product was discounted because of a specific fault that was clearly disclosed before purchase, the customer cannot claim a remedy for that particular disclosed fault. ACL rights continue for any different or undisclosed problem.

6. Faulty, unsafe or misdescribed products - Australian Consumer Law

Our products come with consumer guarantees that cannot be excluded under the ACL. Among other things, products must be of acceptable quality, be fit for any disclosed purpose, match their description and comply with any applicable express warranties.

A product is not necessarily faulty because of normal wear and tear, reasonable variations in colour caused by screen settings or photography, accidental damage, misuse, failure to follow care instructions, incorrect washing, or ordinary fabric wear caused by abrasion. However, a significant difference from the description, an incorrect label or size, premature failure or a manufacturing defect may amount to a failure to comply with a consumer guarantee and will be assessed accordingly.

Major problem

A product may have a major problem if, for example, it:

- is unsafe;
- is substantially different from its description, sample or image;
- has one serious problem, or several problems, that would have stopped a reasonable customer from buying it had they known; or
- cannot be used for its normal purpose, or a purpose made known to us, and cannot easily be fixed within a reasonable time.

Where there is a major problem, the customer may choose to:

- reject the product and receive a refund; or
- reject the product and receive a replacement of the same type and similar value, if reasonably available.

Alternatively, the customer may choose to keep the product and seek compensation for the reduction in its value. Other reasonably foreseeable loss or damage may also be recoverable where the ACL provides.

Minor problem

Where a problem is minor and can be fixed within a reasonable time, AxonFit may choose to repair the product, replace it or provide a refund. If we cannot or do not fix the problem within a reasonable time, the customer may have further rights under the ACL, including the right to a refund or replacement.

We are entitled to inspect or reasonably assess a product before confirming the appropriate remedy. We will not require original packaging, attached tags or an unworn condition where those requirements would unlawfully restrict an ACL claim.

There is no blanket 14-day limit on ACL claims. The period in which consumer guarantees apply depends on matters including the product's nature, price, expected durability and how it was used. Please contact us as soon as reasonably possible after discovering a problem.

7. Items damaged in transit, incorrect items and missing deliveries

If an item arrives damaged, you receive an item different from what you ordered, or your parcel does not arrive, contact support@axonfit.com.au promptly with:

- your name and order number;
- a description of the issue;
- photographs of the product, shipping label and packaging where relevant; and
- any other information reasonably needed to investigate the matter.

For transit damage, we recommend keeping the product and packaging until we provide instructions. AxonFit will deal with the carrier and will not require you to resolve a delivery dispute directly with the carrier.

Where AxonFit supplied the wrong item or the product was damaged before delivery, we will arrange or reimburse reasonable return costs and provide an appropriate remedy. A request to report visible transit damage promptly helps us investigate the carrier, but it does not remove rights that cannot be limited under the ACL.

8. Return postage for faulty products

Products that can be posted or easily returned should be returned in accordance with our instructions. A customer may initially be asked to pay the postage for an alleged fault. If we confirm that the product has a problem covered by the ACL, we will reimburse the customer's reasonable return postage costs. Please keep the postage receipt.

Where a product cannot reasonably be returned without significant cost because it is large, heavy, difficult to remove or unsafe, AxonFit will arrange collection or pay the reasonable return cost where required by law.

If assessment finds that the product does not have a fault covered by the ACL, we may decline the claim. If collection, inspection or re-delivery costs may be charged, we will provide a reasonable estimate before incurring those costs.

9. ACL refunds and original payment methods

Where a monetary refund is required or approved:

- the refund will be for the amount actually paid for the relevant product, subject to any additional amounts required by law;
- it will be returned to the original payment method unless the customer and AxonFit agree otherwise;
- any applicable delivery charges will be refunded where required by the ACL;
- no amount will be deducted from an ACL refund merely because the customer used the product before discovering a major problem; and
- once processed by us, the time taken for funds to appear is controlled by the bank or payment provider and may vary.

AxonFit does not make physical cash payments. A legally required or otherwise approved refund will be processed through the payment method originally used, as follows:

Original payment method	How the refund is processed
Credit or debit card through Stripe	Returned through Stripe to the same card or associated account
Apple Pay or Google Pay through Stripe	Returned through Stripe to the underlying payment method used for the transaction
Link through Stripe	Returned through Stripe to the payment method selected in Link
PayPal	Returned through PayPal to the original PayPal transaction

9. ACL refunds and original payment methods - continued

Original payment method	How the refund is processed
Afterpay, Klarna or Zip	Processed through the relevant provider; paid instalments and future instalments will be adjusted according to the provider's procedures
AxonFit Reward Credit generated from Axon Points or issued as return credit	The Reward Credit value applied to the purchase is reissued as AxonFit Reward Credit
Promotional coupon	Not normally reissued unless the promotion terms state otherwise or the law requires
Compensation or goodwill credit	Reissued according to the conditions communicated when the credit was provided
AxonFit gift card	Restored to the same gift card or reissued as AxonFit Reward Credit, unless the law requires or the parties agree to another method
AxonFit Reward Credit plus another payment method	The monetary component is returned through the original payment provider; the Reward Credit component is handled according to the applicable credit-source rules below

Where the customer is legally entitled to choose a refund for a major problem, AxonFit will not require the customer to accept AxonFit Reward Credit instead of refunding the applicable original payment method.

10. Axon Points, AxonFit Reward Credit and mixed payments

AxonFit operates one digital credit and coupon system. AxonFit Reward Credit may be generated by converting Axon Points or issued by AxonFit following an approved change-of-mind return, customer-service compensation or another goodwill arrangement. Promotional coupons may also be issued through the same technical system.

Although these credits and coupons use the same technical system, their value, expiry rules, usage restrictions and eligibility may differ depending on why they were issued. Applicable conditions will be displayed with the credit or coupon or communicated when it is provided.

Reward Credit generated from Axon Points

When a member converts Axon Points, the converted value is issued as AxonFit Reward Credit that can be applied at checkout. Once Axon Points have been converted, the resulting Reward Credit is treated as the credit component of the payment rather than as a card, PayPal or buy-now-pay-later payment.

- AxonFit Reward Credit generated from Axon Points does not expire.
- If an ACL refund is payable, any money paid will be returned through the applicable original payment provider and the value paid using AxonFit Reward Credit will be reissued as AxonFit Reward Credit.
- If an order used mixed payment and only part of the order is returned, the refund and Reward Credit reissue will follow the payment allocation recorded against the returned item. If no item-level allocation is recorded, the payment methods will be allocated proportionately.
- AxonFit Reward Credit will not be converted into money or refunded through a card, PayPal or buy-now-pay-later provider unless required by law or expressly agreed by AxonFit.
- For an eligible change-of-mind return, the approved return value will be issued as AxonFit Reward Credit and will not be refunded to the original monetary payment method.
- For an exchange, the Reward Credit value applied to the original item will remain applied to the replacement transaction. Any additional price must be paid using an accepted payment method or other eligible AxonFit Reward Credit.

10. Axon Points, AxonFit Reward Credit and mixed payments - continued

Promotional and compensation coupons or credits

- Promotional coupons are not normally reinstated following a return or cancellation unless the promotion terms state otherwise.
- A compensation or goodwill credit may be reissued according to the conditions communicated when it was provided.
- Refunds and return credits are calculated using the product price after applicable promotional discounts, unless the ACL requires otherwise.

Axon Points earned from a returned or refunded purchase

Axon Points earned on a product that is later returned, refunded or cancelled will be reversed once the return is processed. If those earned Axon Points have already been redeemed, the Axon Points balance may become negative and future Axon Points earned may first be applied against that negative balance. We will not reduce a refund required under the ACL merely because earned Axon Points were already redeemed.

Any bonus Axon Points, tier benefits or promotional rewards linked to a returned transaction may also be reversed in accordance with the AxonFit Rewards Program Terms. These rules do not limit any remedy available under the ACL.

11. Discounts, sets, bundles and promotional gifts

- Refunds and AxonFit Reward Credit issued for returns are based on the price actually paid after discounts, not the original recommended retail price.
- Where an order-level discount applies to several products, the discount will be allocated across the products in the manner recorded in our order system or, if not recorded, on a reasonable proportional basis.
- For a voluntary change-of-mind return of a set or bundle, all components must be returned together unless we approve otherwise.
- If returning an item for change of mind means the customer no longer qualifies for a discount, gift or bundle offer, the unused promotional gift must also be returned. If it is not returned, we may deduct its stated promotional value from the voluntary AxonFit Reward Credit.
- Faulty items within a bundle will be handled in accordance with the ACL. We will not apply the voluntary conditions in this section in a way that unlawfully reduces an ACL remedy.

12. AxonFit Reward Credit issued for returns

Store credit following an approved voluntary return is delivered electronically as AxonFit Reward Credit. Return-issued Reward Credit:

- is issued electronically to the customer account used for the order, or to the associated email address where necessary;
- cannot be exchanged for money or refunded to a card, PayPal account or other payment method except where required by law;
- cannot be used to purchase another gift card unless we permit it; and
- will be valid for three years from its issue date, unless a longer period is required by law or stated when issued.

The value of return-issued AxonFit Reward Credit, along with any applicable usage conditions, will be displayed with the credit. Return-issued Reward Credit is provided only after the returned product has been received and approved.

For clarity: the three-year validity above applies to AxonFit Reward Credit issued for an approved change-of-mind return. AxonFit Reward Credit generated by converting Axon Points does not expire.

13. Order cancellations and address changes

Contact us immediately if you want to cancel or change an order. We will try to help, but cancellation or amendment is not guaranteed once warehouse processing has started.

If we accept a cancellation before dispatch, any money paid will be returned to the original payment method and any AxonFit Reward Credit value applied to the order will be reissued as AxonFit Reward Credit. Axon Points earned from the cancelled purchase will be reversed.

Once dispatched, an eligible return is handled under the change-of-mind or ACL sections of this policy. Customers must ensure their delivery address is correct, subject to applicable legal rights.

14. How to request a return, exchange or refund

Email support@axonfit.com.au with the subject line Return Request - Order [your order number] and include:

- your full name;
- order number;
- the product and size concerned;
- whether you are requesting an exchange, AxonFit Reward Credit or an ACL remedy;
- the reason for the request; and
- clear photographs or video if the product is damaged, faulty, incorrect or materially different from its description.

We will provide return instructions and the authorised return address. Please do not send returns to a business, office or storage address shown elsewhere unless we have confirmed it as the correct returns address.

After the return reaches us, we aim to inspect it and contact you within 5 business days. Approved exchanges, credits and refunds are normally processed within a further 5 business days, although complex product assessments may reasonably take longer. Bank and payment-provider processing times are outside our control.

15. Proof of purchase

We may ask for reasonable proof that the product was purchased from AxonFit. An AxonFit order confirmation, invoice, order number, payment record or another document reasonably demonstrating the purchase may be accepted.

16. Contact us

AxonFit Pty Ltd
Website: axonfit.com.au
Returns and customer support: support@axonfit.com.au

For privacy and stock-control reasons, returns are accepted by post only at the authorised return address provided by our support team. We do not accept unapproved drop-offs.

17. Changes to this policy

We may update this policy from time to time. The version applying to a voluntary change-of-mind return will generally be the version displayed when the order was placed, unless a later version is more favourable to the customer. Changes do not remove or reduce rights under the ACL.

Terminology used in Version 1.2
Axon Points are the points earned through the AxonFit Rewards program. AxonFit Reward Credit is the checkout credit generated from Axon Points or issued following an approved return or other eligible outcome. Source-specific conditions, including expiry, continue to apply.