

# Refund and Return Policy for GRAVITY

Effective Date: 01/09/2025

At GRAVITY, we are committed to providing high-quality products and services to support your health and fitness journey. Please carefully read our Refund and Return Policy, which outlines the terms and conditions for returns, refunds, and exchanges. By making a purchase on our website, you agree to the following terms.

## 1. Non-Refundable Products and Services

The following products and services are non-refundable:

- **Coaching Services** (including 1:1 coaching, group coaching, in-person sessions, and personalized programs).
- **Digital Products** (including but not limited to eBooks, online courses, downloadable content, and digital guides).
- **Gift Cards:** Gift cards are non-refundable and cannot be redeemed for cash or exchanged for other products or services.

Once purchased, these items are considered final sales, and no returns, exchanges, or refunds will be issued.

## 2. Refunds for Physical Products

Refunds for physical products will be issued under the following conditions:

- **Return Window:** You must request a return within 7 days of the date the product is delivered.
- **Condition of Return:** The product must be in new, unused, and unopened condition, with all original tags, packaging, and accessories intact. Products showing signs of wear, use, or damage will not be accepted for return.
- **Return Shipping:** The customer is responsible for the cost of return shipping, unless the product is defective or damaged upon receipt. Return shipping costs are non-refundable.

To initiate a return, please contact GRAVITY customer support at [team@grav1tymovement.com](mailto:team@grav1tymovement.com) with your order number and reason for the return. Instructions for the return process will be provided.

## 3. Return and Refund Process for Physical Products

- **Return Period:** You must notify us within 7 days of receiving the physical product to initiate the return process.
- **Return Shipping:** Return shipping costs are the responsibility of the customer unless the product is defective or damaged. You must use a trackable shipping method to return the product. GRAVITY is not liable for returns that are lost in transit.
- **Refund Method:** Once the returned product is received and inspected, a refund will be issued to the original payment method used for the purchase.
- **Refund Timeline:** Refunds will be processed within 7-10 business days after the returned product is received by GRAVITY in its original condition.

#### **4. Damaged or Defective Items**

In the event that you receive a damaged or defective product, you must contact us within 7 days of receiving the product to request either a replacement or a full refund. GRAVITY will cover the cost of return shipping for defective or damaged items.

We may request photographic evidence of the damage or defect in order to process the return.

#### **5. Exchanges**

GRAVITY does not offer exchanges for physical products. If you wish to exchange a product, please return it for a refund (following the return process) and place a new order for the desired item.

#### **6. Final Sale Items**

Certain items may be designated as Final Sale and will not be eligible for return, exchange, or refund. Final sale items will be clearly marked on the product page at the time of purchase.

#### **7. How to Contact Us**

If you have any questions regarding returns, refunds, or exchanges, please contact our customer support team at [team@gravitymovement.com](mailto:team@gravitymovement.com). Our team will respond promptly and assist you with your query.

#### **8. Legal Disclaimers**

- **No Warranty on Digital Products:** Digital products such as eBooks, online courses, and downloadable content are provided “as is” and are not eligible for refunds once downloaded, accessed, or opened.
- **No Liability for Losses:** GRAVITY is not liable for any damages, losses, or expenses incurred from the use, purchase, or inability to use products, including coaching services, digital products, and physical goods. The customer is solely responsible for ensuring that the products are suitable for their intended use.
- **Amendments to Policy:** GRAVITY reserves the right to amend this Refund and Return Policy at any time without prior notice. Any changes will be posted on this page, and the "Effective Date" will be updated accordingly.

#### **9. Governing Law and Dispute Resolution**

This Refund and Return Policy is governed by the laws of the State of Hawaii, USA. Any disputes arising from this policy or the purchase of products or services from GRAVITY shall be resolved through binding arbitration, in accordance with the rules of the American Arbitration Association.

By purchasing products or services from GRAVITY, you acknowledge that you have read, understood, and agree to the terms outlined in this Refund and Return Policy.