

Gym Power Returns & Refunds Policy

Clear return, cancellation and refund approach for commercial gym equipment

Document status	Website publication version
Last updated	30 June 2026
Applies to	Gym Power website, enquiries, quotations, orders and related customer communications
Important note	This document is intended for website publication and does not limit any statutory rights under applicable South African law.

Legal contracting details

Gym Power website transactions, quotations, orders and customer communications are handled by the legal contracting entity below.

Website/trading name	Gym Power
Legal Contracting Entity	Gym Power (Pty) Ltd
Registration Number	2018/034670/07
Vat Number	4770281378
Physical Address	G03, Kramerville Corner, 10 Kramer Rd, Kramerville
e-mail Address	sales@gympower.co.za
Telephone Number	011-658-0358
WhatsApp Number	067-438-8787

1. Purpose of this policy

Gym Power supplies commercial and performance gym equipment, including imported, allocated, special-order, made-to-order, customised, assembled and installed products. Because of the nature, size and sourcing of these products, returns and cancellations are handled differently from small off-the-shelf retail items.

This policy explains when cancellations, returns, repairs, replacements and refunds may apply.

Nothing in this policy limits any rights that a customer may have under applicable South African law.

2. Orders, cancellations and special-order goods

Once an order has been confirmed, Gym Power may allocate, reserve, import, manufacture, customise, procure or specially order products for the customer.

For this reason, orders for imported, allocated, special-order, customised, made-to-order, assembled or installed equipment cannot usually be cancelled once confirmed unless required by law or agreed by Gym Power in writing.

Where Gym Power agrees to cancel an order in exceptional circumstances, the customer may be responsible for reasonable costs already incurred, including supplier charges, manufacturing costs, import costs, shipping costs, handling, admin, storage, inspection, installation, collection or other costs, where permitted by law.

Where a product is available in a choice of colour, upholstery, finish or similar customer-selected option, the customer is responsible for selecting and confirming the required option before the order is confirmed. Once the order has been confirmed, the selected colour, upholstery, finish or option may not be changed unless Gym Power agrees in writing and the customer pays any supplier, manufacturing, shipping, handling, administrative or other costs that may arise from the change.

3. Statutory consumer rights

Nothing in this policy removes or limits any statutory rights that apply under South African consumer protection, e-commerce or other applicable law.

Where the law gives a customer a right to cancel, return defective or unsafe goods, receive a refund, receive a replacement, have goods repaired or exercise a cooling-off right in a qualifying electronic transaction, Gym Power will handle the matter in accordance with the law.

Where a legal exception applies, such as goods made to customer specifications, customised goods or other excluded categories, the statutory cooling-off or return position may differ.

4. Defective, damaged, unsafe or incorrectly supplied goods

Customers must inspect all goods on delivery, collection or installation. Visible damage, missing items, incorrect items, unsafe goods or defects should be reported to Gym Power in writing as soon as possible.

Operationally, visible damage, missing items, incorrect items or delivery-related concerns should be reported within 10 days of delivery or collection. This reporting period does not limit any statutory rights that may apply to defective, unsafe or incorrectly supplied goods.

A report should include:

- customer name
- order or invoice number
- product name and model
- description of the issue
- photographs or videos where possible
- date of delivery, collection or installation
- contact details

Gym Power may require a reasonable inspection or manufacturer assessment before confirming the appropriate remedy, including repair, replacement, refund or another remedy required by law.

5. Change-of-mind returns

Change-of-mind returns are not generally accepted for commercial gym equipment, imported products, special-order products, made-to-order products, customised products, assembled products, installed products, sale items or products that are no longer in original condition.

Where Gym Power agrees to a change-of-mind return in exceptional circumstances, the item must usually be:

- unused
- uninstalled
- unassembled or capable of being returned safely
- in its original packaging
- complete with all parts, accessories, manuals and documentation
- in the same condition in which it was received
- accompanied by proof of purchase

Gym Power may charge or deduct reasonable handling, admin, inspection, shipping, restocking, supplier, storage, collection, repair, missing parts, installation reversal or other costs already incurred, where permitted by law.

6. Sale, clearance, discounted and promotional items

Sale, clearance, discounted, end-of-range, ex-showroom, warehouse showroom, promotional or specially priced items are not returnable or refundable for change of mind unless Gym Power agrees otherwise in writing or the law requires a remedy.

This does not limit any statutory rights that may apply if the goods are defective, unsafe or incorrectly supplied.

7. Return shipping and collection costs

Where a return is accepted for reasons other than defective, unsafe or incorrectly supplied goods, the customer is responsible for return shipping, transport, insurance, packaging, handling, disassembly, collection and related costs.

Where the goods are defective, unsafe or incorrectly supplied and the customer has a statutory right to a remedy, return or collection costs will be handled in accordance with applicable law.

8. Condition of returned goods

A return may be refused or deductions may apply where goods are:

- used, installed, modified, damaged or incomplete
- damaged after delivery or collection
- missing parts, accessories, manuals or packaging
- not accompanied by proof of purchase
- damaged due to misuse, neglect, incorrect handling, poor storage or unsuitable site conditions

- damaged due to unauthorised repair, disassembly, movement or modification
- damaged due to incorrect cleaning products, moisture, outdoor exposure, rust, salt air or environmental conditions

9. Refund process

If a refund is approved, Gym Power will process the refund to the original payment method where reasonably possible, unless another method is required or agreed.

Refund timing may depend on the payment provider, bank, card issuer, internal processing requirements and any inspection or supplier assessment required.

Any approved refund may be reduced by lawful deductions, including handling fees, return transport, storage, inspection, supplier charges, installation costs, repair costs, missing parts, damage or other reasonable costs incurred, where permitted by law.

10. How to request a return, cancellation or refund

To request a return, cancellation or refund, contact Gym Power using the contact details on the website and provide:

- name and contact details
- order or invoice number
- product name and model
- reason for the request
- photographs or videos where applicable
- proof of purchase
- date of delivery, collection or installation

Gym Power will review the request and advise on the next steps.