

Elevate Netball Pty Ltd Returns and Refund Policy 2025

Post-Shipment Cancellation Policy

We strive to ensure that our customers are fully satisfied with their purchases. However, once an item has been shipped, we have the following policy in place for cancellations:

1. **Cancellation Before Shipping:** If you wish to cancel an order before it has been shipped, please contact us as soon as possible. We will cancel your order and issue a full refund.
2. **Cancellation After Shipping:** Once your order has been shipped, we are unable to cancel the transaction. If you still wish to return the product, you may follow our **Return Policy** once you receive the item.
3. **Return Policy:** If you are not satisfied with the product, you may return it within 10 days of receiving it, provided the item is unused, in its original condition, and in the original packaging. Return shipping costs will be the responsibility of the customer unless the item is faulty or damaged upon arrival.
4. **Refund Processing:** Once the returned item is received and inspected, we will process your refund. Please note that the refund will exclude any shipping charges paid at the time of purchase unless the return is due to a fault with the item.

We encourage you to carefully review your order before completing the purchase. If you have any concerns or questions, feel free to contact our customer service team.