Item Exchange and Refund Policy

HiFlex Physio believes in providing the utmost satisfaction to its customers, with that Hiflex Physio provides its customer with a fair policy about return and refund of products and services.

Item Exchange Policy

HiFlex Physio costumers are entitled for an exchange, given that the item in concern is unused and is in the same condition that it came.

When processing an exchange, the following mus be included:

- The unused item
- Its original packaging
- The original receipt or proof of purchase

A customer is only entitled to an exchange of a product within 14 working days upon purchase or upon received of the item.

Note: Exchange of item is only allowed on the same type and price of product.

Refund Policy

Item Refund

HiFlex Physio costumers are entitled for item refunds, given that the item in concern is unused and is in the same condition that it came.

When processing a refund, the following must be included:

- The unused item
- Its original packaging
- The original receipt or proof of purchase

A customer is only entitled to an exchange of a product within 7 working days upon purchase or upon received of the item.

Service Refund

HiFlex Physio costumers are entitled for service refunds given the following criteria:

- The customer has not undergone any part of the service or the service being refunded hast not commenced. For example:
    - The customer paid for a 3 month program and has already attended a month of training, the remaining 2 month cannot be refunded anymore.
    - The customer paid for a 1 month membership, but has not used any of the benefits. Then that customer is entitled for a full refund.
- The costumer has not availed of a service offer on sale.

Note: Refunds cannot be obtain immediately. Hiflex Physio ensures that refunds will be received within 7 working days.