



Lifting Empire

Lifting Empire Returns, Exchanges & Refunds Policy

At Lifting Empire, we want you to love your gear. If something's not quite right, don't worry — we'll help you get it sorted quickly and fairly.

1. What Can Be Returned

We know sometimes things don't go to plan. If your gear arrives damaged, not as described, or you've simply changed your mind, here's how it works:

You can return an item if:

- It's unused, unwashed, and still in original condition.
- It includes all tags, packaging, and accessories.
- You contact us within 7 days of receiving your order.

We can't accept returns for:

- Custom or personalised items.
- Gift cards or downloadable products.
- Items that have been worn, damaged, or show signs of misuse.

If your order shows up with an issue (wrong item, missing something, or damaged in transit), please get in touch within 48 hours so we can fix it fast.

2. How to Start a Return

Starting a return is easy:

1. Email support@liftingempire.com.au with your invoice number and reason for return.
2. We'll send you a Return Authorisation Number (RAN) and instructions including an address for returns.
3. Pack your item securely — the original packaging is perfect if you still have it.

Please make sure you have your RAN before sending anything back. Returns sent without it might get lost or delayed.

3. Return Shipping

- Return postage costs are on you unless the item is faulty or we sent the wrong product.
- Please use a trackable service so your parcel doesn't go missing.
- Original shipping fees aren't refundable unless the return is due to our error.

4. Refunds

Once your return reaches us, we'll take a look and let you know what's happening next.

If approved:

- Your refund will be sent to your original payment method within 7 business days.
- Depending on your bank or payment provider, it might take another 5–10 business days to appear.
- Partial refunds may apply if the item isn't returned in original condition.

5. Exchanges

We're not required to offer exchanges for change of mind under Australian Consumer Law, but we like to keep our athletes happy. If you'd like to swap for a different size or colour (and it's in stock), we'll do our best to make it happen.

Just follow the same steps as a return and tell us what you'd like instead.

6. Damaged or Faulty Gear

If something arrives damaged, faulty, or not what you ordered, that's on us.

Contact us within 48 hours of delivery with photos of the issue, and we'll either:

- Replace it at no extra cost, or
- Give you a full refund, including shipping.

7. Order Cancellations

Changed your mind before your order ships?

- Email us at **support@liftingempire.com.au** as soon as possible, and we'll cancel it if it hasn't been sent yet.
- Once it's on its way, it'll need to go through the returns process instead.

8. Refund Processing Time

Lifting Empire Pty Ltd
ABN: 94 680 948 207

Refunds are usually processed within 7 business days of receiving your return.
Your bank or payment provider may take up to 10 more business days to finalise the refund.

9. Contact Us

Questions or need help? We're here to make things easy.
Contact **support@liftingempire.com.au** and we'll get you sorted.

At Lifting Empire, we back our gear and your gains — every lift, every time.