

EDIT HYBRID FITNESS

Refund Policy

1. General Terms

- **Eligibility:** Refunds are available **ONLY** under certain conditions for members with quarterly, half-yearly, or annual payment plans. Refunds are not available for monthly memberships or promotional/discounted memberships unless explicitly stated in the promotion's terms.
- **Transferable:** Memberships can be transferred to another person under certain conditions.

2. Refund Requests

- **Written Request:** All refund requests must be submitted in writing (via email or whatsapp) and must include the reason for the refund request.
- **Refund Processing Time:** Refunds will be processed within 14 business days after approval of the refund request.

3. Refund Conditions

- **Cooling-Off Period:**
 - **Quarterly Memberships, Half-Yearly and Annual Memberships:** Members can request a full refund within 7 days of the start date of the membership.
- **Pro-Rated Refunds:**
 - **Quarterly Memberships, Half-Yearly and Annual Memberships:** After the 7-day cooling-off period and up to 50% of membership term, members may request a pro-rated refund based on the unused portion of the membership if they have any **special conditions mentioned below**. An administrative fee of Rs 1000 will apply.
 - The GST portion (18%) of the membership fees will not be refunded.
 - Depending on the number of months since the start of the membership, the membership plan price would be adjusted to reflect the correct slab and the refund would be calculated accordingly.

Number of Months into current membership	Base price to calculate the pro rated refund	Example
7 days to 3 months	Monthly	A person joins for half yearly for Rs 29000 and wants a refund after 2 months. His 2 months would be calculated at Rs 7500/month. So this person would get a refund of Rs 8576 (29000-15000-1000-4423).
3 months to 6 months	Quarterly	
6 months to 9 months	Half Yearly	

- The member can request to transfer the membership to a friend or relative and the remainder of the membership on payment of an administrative fee of Rs 1000 only.
- **No Refunds:**
 - **After 50% of Membership Term:** No refunds will be issued after more than 50% of the membership term has been completed, regardless of the reason.
 - **Used PT Sessions/Classes:** No refunds will be given for memberships where the member has attended more than 25% of the allotted PT classes or sessions.

4. Special Conditions

- **Medical Reasons:** Members may request a refund if they are unable to continue due to a medical condition or injury, supported by a doctor's note. Pro-rated refunds will be issued based on the remaining term, minus any administrative fees, taxes and new modified membership slab.
- **Relocation:** If a member relocates more than 20 Kms away from the centre, they may request a pro-rated refund for the remaining membership term, with proof of new address required. Pro-rated refunds will be issued based on the remaining term, minus any administrative fees, taxes and new modified membership slab.
- **Centre Closure:** In the unlikely event that the strength and conditioning centre permanently closes, members will receive a pro-rated refund for the unused portion of their membership without any fees

5. Exceptions

- **Promotional/Discounted Memberships:** Refunds are not available for memberships purchased under special promotions or discounts unless explicitly stated. Some promotions may allow for a partial refund or future credit instead.
- **Class Packs/Programs:** Refunds for class packs, workshops, or special programs are subject to different terms and may not be eligible for a refund. Please refer to the specific program's policy.

6. No Refund on Additional Services

- **Personal Training:** Refunds are not available for unused personal training sessions that were purchased separately from the membership.
- **Merchandise:** Refunds for merchandise purchased at the centre are subject to a separate return policy.

7. Member Acknowledgment

- **Agreement:** By purchasing a membership, the member agrees to the terms and conditions of this refund policy. All refund decisions made by the centre management are final.

Contact Information

For all refund inquiries or to submit a refund request, please contact our customer service team at 9342955136 (phone) or 6385046561 (whatsapp).

This policy balances flexibility with the need to manage your centre's operations, providing clear guidelines to your members on how and when they can request a refund.