

studio pilates®

At Studio Pilates, we want you to be completely in love with your Pilates merch! However we understand that online shopping doesn't always go to plan, so these simple steps and tips are here to help. By processing your payment and completing an order with us, you are accepting the following terms and conditions regarding returns of your purchase.

Step One: Locate the returns form on the next page

Step Two: Fill out the form, ensuring that all details are entered correctly, then enclose exchange form in the parcel with your item(s)

<p style="text-align: center;">How to Exchange</p> <p style="text-align: center;">The return can be sent to the following address:</p> <p style="text-align: center;">Studio Pilates International Attn: Merchandise Return PO Box 802 Bulimba, QLD, 4171</p>
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Step Three: Upon receiving your parcel, we will process the return within 1 week, sending you an email once complete

Our Exchange Policy

- We do not offer refunds for returns, instead we can issue an Exchange (note: we only exchange for the same item in a different size)
- Returns item(s) must be returned to Studio Pilates within 21 days of receipt date, including faulty products
- All return items are charged with an AUD \$20 return shipping and handling fee
- Postage for returning the item to Studio Pilates is covered and paid for by the customer
- Item(s) must be unworn, unwashed and with all tags and original packaging intact
- We do not accept returns on sale items
- Due to the popularity of our range, we cannot guarantee that we will have the requested size in stock to exchange

Processing Time

- We process all exchanges within 7 days of receiving the returned item(s)

Faulty Item

- Please email merchandise@studiopilates.com if you believe that your item has a fault and we will handle this with the highest priority

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Item(s) not quite right? Simply complete the form below for an item exchange (please refer to merchandise terms and conditions for more information).

Name		Phone	
Email			
Address			

PRODUCT ENCLOSED

Quantity	Name	Colour and Size

EXCHANGE PRODUCT

Quantity	Name	Colour and Size

To serve you better, please explain reason for exchange:

Please include credit card details below to process AUD \$20 return shipping and handling fee.

Credit Card #			
CCV		Expiry	
Name on Card		Signature	