

## ***OTG RETURNS AND EXCHANGE***

Please read our returns and exchanges policy before making any purchases. If you need to refund or exchange an item, please us and or email us prior to returning the product to us.

**IMPORTANT** – Please note OTG takes no responsibility for returned items that do not reach us. We suggest that you get postal insurance before sending the items.

### **Returns and Exchanges Policy**

If you change your mind about your purchase, OTG is happy to exchange the item if it is in new condition, unused, unopened, unworn and returned within 30 days of original dispatch date.

Unless the product is faulty, all additional postage costs for returning items will be at your expense.

We're happy for you to try on clothing to see if it fits, but for hygiene reasons please wear your own underwear under the garment.

If your clothing purchase is the incorrect size we will gladly offer you an exchange. For these returns you will be required to pay for the return postage to OTG, as well as the further postage costs on the replacement item. If you have removed the tags, unfortunately, we will be unable to accept the return.

### **How to Return Items**

Email: [sales@onthegosports.com.au](mailto:sales@onthegosports.com.au) ph: 02 6251 3090

When returning items, wrap the package securely and enclose your receipt and the reason for returning the item/s. Send to:

OnTheGo Returns  
*PO BOX 5134 Lyneham, Canberra, ACT 2602*

Once we have received the returned products, exchanges will be processed within 24 hours and refunds or credits processed within 7 working days. Refunds will be credited on the original account of payment.