

AERVOX

PERFORMANCE ACTIVEWEAR

Terms & Conditions

Governing the purchase and use of AERVOX activewear products, and our Return & Replace Policy.

Effective Date: Applicable to all orders placed on aervox.co

1. Introduction

These Terms & Conditions ("Terms") govern all purchases made through AERVOX ("AERVOX", "we", "us", or "our") for our range of activewear products, including but not limited to leggings, sports bras, tops, shorts, joggers, and performance accessories. By placing an order with us, browsing our website, or otherwise engaging with our products and services, you ("customer", "you") agree to be bound by these Terms. Please read them carefully before making a purchase.

2. Products & Sizing

AERVOX activewear is designed for performance, comfort, and durability across training, running, yoga, and everyday wear. We make every effort to display product colours, fabric textures, and sizing information as accurately as possible; however, slight variations may occur due to screen display settings, lighting during photography, and manual measurement during production.

We strongly recommend referring to our size chart before purchasing, as fit may vary across styles and fabric blends. AERVOX is not liable for sizing discrepancies where the customer has not consulted the provided size guide prior to ordering.

3. Orders & Payment

All orders are subject to acceptance and availability. AERVOX reserves the right to refuse or cancel any order at its discretion, including in cases of suspected fraud, pricing errors, or stock unavailability.

Prices listed are inclusive of applicable taxes unless stated otherwise, and are subject to change without prior notice. The price charged will be the price displayed at the time of order confirmation.

Full payment is required at the time of placing an order through our accepted payment methods. An order confirmation does not guarantee product availability until payment has been verified.

4. Shipping & Delivery

Estimated delivery timelines will be communicated at checkout or via order confirmation and are approximate. AERVOX is not responsible for delays caused by courier partners, natural events, customs processing, or circumstances beyond our reasonable control. Risk in the goods passes to the customer upon delivery to the address provided at checkout.

5. Product Care

To preserve fabric performance and longevity, please follow the care instructions on the product label. Damage resulting from improper washing, drying, ironing, or use of harsh detergents is not covered under our Return & Replace Policy.

6. Intellectual Property

All content on the AERVOX website and packaging, including logos, product designs, images, and text, is the property of AERVOX and is protected under applicable intellectual property laws. Unauthorised use, reproduction, or distribution of this content is strictly prohibited.

7. Limitation of Liability

AERVOX shall not be held liable for any indirect, incidental, or consequential damages arising from the use or inability to use our products. Our maximum liability in connection with any order shall not exceed the total amount paid by the customer for that order.

8. Amendments to These Terms

AERVOX reserves the right to update or modify these Terms at any time without prior notice. Continued use of our website or services following any changes constitutes your acceptance of the revised Terms. Customers are encouraged to review this page periodically.

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Return & Replace Policy

Simple, fair, and fast — here's how returns and replacements work at AERVOX.

5 Days to contact us from the date of delivery	5 Working Days for us to process your return/replacement	support@aervox.co our dedicated support email
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1. Return & Replacement Window

You have **5 days from the date of delivery** to notify AERVOX if you wish to return or replace an item. Requests raised after this window has closed will not be eligible for return or replacement, except where required by applicable law.

To initiate a request, email us at **support@aervox.co** with your order number, the product(s) you wish to return or replace, and the reason for your request. Where relevant, please attach a clear photo of the item and, if applicable, any defect or damage.

2. Eligibility Conditions

To be eligible for a return or replacement, items must meet all of the following conditions:

- The item is unused, unworn, and unwashed, with all original tags and hygiene seals intact.
- The item is returned in its original packaging, undamaged and free from odours (including perfume, deodorant, or detergent).
- The request is raised within 5 days of delivery, via support@aervox.co.
- The item is not part of our non-returnable category (see Section 6 below).

3. Reasons We Accept for Return or Replacement

- **Wrong size or fit** — you'd like to exchange for a different size in the same style.
- **Damaged or defective item** — the product arrived with a manufacturing fault, stitching issue, or fabric defect.
- **Incorrect item received** — you received a different product, colour, or style than what you ordered.
- **Change of mind** — accepted only if the item is unused and meets all eligibility conditions in Section 2.

4. How the Process Works

Step 1 — Reach Out

Email support@aervox.co within 5 days of delivery with your order number and reason for return/replacement.

Step 2 — Confirmation

Our support team will review your request and, once approved, share pickup or self-ship instructions along with a return reference number.

Step 3 — Send the Item Back

Pack the product securely in its original packaging with tags attached, and dispatch it as instructed by our team.

Step 4 — Quality Check

Once we receive the item, it will undergo a quality check to confirm it meets our eligibility conditions.

Step 5 — Resolution

Upon successful quality check, we will process your replacement or refund within 5 working days.

5. Processing Time

Once the returned item passes our quality check, AERVOX will process your replacement or refund **within 5 working days**. Replacement items will be dispatched within this period, subject to stock availability. If your requested size/style is unavailable, we will offer an alternative or a full refund to your original payment method.

Refunds are credited to the original mode of payment. Please note that once processed, it may take additional time for the amount to reflect in your account, depending on your bank or payment provider.

6. Non-Returnable Items

For hygiene and safety reasons, the following items cannot be returned or replaced unless they arrive damaged or defective:

- Innerwear, briefs, and hygiene-sealed products where the seal has been broken.
- Items marked "Final Sale" or purchased during clearance/liquidation promotions.
- Products showing visible signs of wear, washing, or alteration.
- Gift cards and promotional vouchers.

7. Return Shipping Costs

If the return or replacement is due to an AERVOX error (damaged, defective, or incorrect item), we will bear the cost of return shipping. For change-of-mind returns, return shipping costs may be borne by the customer unless otherwise stated at the time of purchase.

8. Need Help?

Our support team is here to help with any questions about your order, return, or replacement. Reach out to us at support@aervox.co and we'll respond as quickly as possible.