Shelter At Home – Returns Policy

**Returns**

Shelter At Home Pty Ltd ACN 640 329 022 (**Shelter**) offers the following Returns Policy, related to the return of all Equipment during the Warranty Period and for all other returns as a result of a Default Event.

Unless specifically defined in this Returns Policy, all capitalised terms are defined in the Terms and Conditions which can be found on Shelter’s website.

To initiate a return, please contact Shelter by email at [athome@the-shelter.com.au](mailto:athome@the-shelter.com.au).

# Returning your Equipment

Shelter offers a Warranty for the Equipment under its Warranty Policy. During the Warranty Period, Shelter may request for the Member to return the Equipment to Shelter, except for the Shelter At Home Bike Shoes (**Bike Shoes**) and Shimano Bike Cleats (**Bike Cleats**) both included with any Equipment Membership.

Shelter does not offer a refund for any shipping or delivery charges that you may have paid to receive your Equipment. However, if Equipment is returned to Shelter during the Warranty Period at Shelter’s request or after a Default Event. Shelter may, in its sole discretion, either pay for the full return charges of the defective Equipment or organise to collect the defective Equipment from you from the Location.

# Exchange of the Bike Shoes

If the Bike Shoes you receive are the wrong size, we're happy to exchange them for you within 14 days of the Delivery Date.

To exchange your Bike Shoes, please contact us through our email at [athome@the-shelter.com.au](mailto:athome@the-shelter.com.au) following which Shelter will send you a prepaid return label to send the Bike Shoes back to Shelter for exchange. Once the Bike Shoes have been received by Shelter, Shelter will send you the correct size for the Bike Shoes as soon as possible and at Shelters own cost.

In order to exchange your Bike Shoes, they must be in a new, unworn condition and they must be returned within 14 days of the Delivery Date.