

Gym Crash Depot Refund Policy

Last updated: October 12, 2026

At Gym Crash Depot, we want you to understand your options if you need to return an item, cancel an order, or report a problem. This policy applies to purchases from www.gymcrashdepot.com.

1. Return Requests

For eligible products, submit your return request within **30 days of delivery**. Contact sales@gymcrashdepot.com with your order number, the item you wish to return, and the reason for your request.

Change-of-mind returns must be unused, unassembled, uninstalled, and in like-new condition, with all original packaging, manuals, hardware, accessories, and protective materials.

Because we carry multiple brands, some products have different return terms. Any product-specific exceptions must be disclosed before purchase. Those disclosed terms apply to the affected product, subject to applicable law.

2. Return Authorization and Shipping

You must obtain a **Return Authorization (RA)** from Gym Crash Depot before sending an item back. We will provide the correct return address and shipping instructions. Products may need to be returned to a manufacturer or distribution partner.

Do not send returns to an address listed on a shipping label or arrange an unapproved freight pickup. Unauthorized returns may be refused.

For change-of-mind returns, customers arrange and pay for return shipping unless otherwise agreed in writing. Use appropriate protective packaging and retain tracking information. Large equipment may require freight shipping.

3. Restocking Fees and Refund Amounts

Approved change-of-mind returns are generally subject to a **15% restocking fee**, calculated on the returned product's purchase price and deducted from the refund.

Original outbound shipping charges are not refundable for change-of-mind returns. Customer-paid return shipping is also not refundable.

The refund includes the eligible product amount, less applicable disclosed deductions, with taxes adjusted as required. We will explain any deductions.

Restocking fees and change-of-mind shipping deductions do not apply to refunds for merchandise we supplied incorrectly, confirmed shipping damage, or a verified defect. Product-specific fees apply only when disclosed before purchase and permitted by law.

4. Items Ineligible for Change-of-Mind Returns

Under our general policy, the following are ineligible unless we approve an exception in writing:

- Custom-built, made-to-order, and special-order products.
- Products that have been assembled, installed, or used.
- Clearance, closeout, and final-sale items.
- Items missing original packaging or included materials.
- Products damaged, misused, or modified after delivery.
- Commercial or bulk orders.
- Personal care or wellness products with disclosed hygiene or safety restrictions.

These restrictions do not remove rights concerning defective, damaged, incorrect, or undelivered merchandise under applicable law.

5. Damaged, Defective, Incorrect, or Incomplete Orders

Contact us promptly if your order arrives damaged, contains the wrong item, or is missing parts. Include your order number, a description of the issue, and photographs when available.

Inspect freight shipments before signing when possible, and record visible damage or shortages on the delivery receipt. Please report freight damage within **24 hours of delivery, when possible**.

Keep the product and its packaging until we provide instructions. Do not use unsafe equipment or attempt repairs before contacting us.

We will coordinate an appropriate resolution, which may include replacement parts, repair, replacement, or a refund, depending on the circumstances, applicable warranty, and your legal rights. We will arrange or cover necessary return shipping for an incorrect item, confirmed shipping damage, or a verified defect.

Signing a delivery receipt or missing a requested reporting window does not eliminate rights protected by law.

6. Order Cancellations and Shipment Delays

Contact us as soon as possible to request a cancellation. Orders that have shipped will need to follow the return process. Custom, made-to-order, or special-order products are ineligible for change-of-mind cancellation once fulfillment has begun, as disclosed before purchase.

If we cannot fulfill your order, we will promptly refund amounts paid for the unfulfilled portion, including applicable shipping charges.

If we cannot ship within the stated shipment timeframe—or within 30 days when no timeframe was stated—we will notify you and offer the choice to agree to a revised shipment date or cancel the unshipped merchandise for a prompt refund, as required by law.

Refunds required because of shipment delays are not subject to restocking or cancellation fees.

7. Refund Processing

For approved product returns, we will inspect the returned merchandise and issue the refund to the **original payment method within 7 business days of receiving the return**, provided it meets the approved return conditions. If an issue affects eligibility or the refund amount, we will contact you within that period.

Your bank, card issuer, or financing provider may require additional time to post the credit. Refunds required by law will be issued within the legally required timeframe.

If a refund has not appeared after the expected posting period, contact your payment provider and then contact us for assistance.

8. Manufacturer Warranty Claims

Warranty claims are separate from change-of-mind returns. Coverage and available remedies vary by manufacturer, model, and intended use. Contact us for help coordinating a claim.

Warranty terms do not override rights or remedies that applicable law requires.

9. Delivery and Installation Services

Refund eligibility for separately purchased delivery, assembly, installation, or other services is governed by the accepted service quote and any cancellation terms disclosed before purchase.

Completed services are generally not refundable solely because you later choose to return equipment. This does not limit remedies for services that were not provided or were performed improperly.

10. Chargebacks and Payment Disputes

If you have a concern about a charge, delivery, or refund, we encourage you to contact us at sales@gymcrashdepot.com or **859-209-1246** so we can help resolve it. Contacting us does not replace or extend your payment provider's dispute deadlines.

If you open a payment dispute or chargeback, please let us know so we can coordinate with our payment processor. We may provide relevant order records, delivery confirmations, communications, and refund documentation in response to the dispute.

When a dispute is open, a refund may need to be handled through the payment processor's dispute process. Any final refund or chargeback credit will be accounted for to prevent duplicate reimbursement for the same amount. A temporary credit from your bank may not represent the final outcome.

We will not require you to withdraw a dispute as a condition of receiving a refund required by law. Nothing in this policy limits your right to dispute an unauthorized or incorrect charge or exercise other rights under applicable law or your payment provider's rules.

11. Contact Us

Gym Crash Depot

Email: sales@gymcrashdepot.com

Phone: 859-209-1246

Location: Lexington, Kentucky

Website: <https://www.gymcrashdepot.com>

Nothing in this policy limits consumer rights or remedies that cannot legally be waived.