

BALC Merchandise Refund and Exchange Policy

Exchanges and Refunds

- Exchanges and Refunds due to incorrect sizing purchased or change of mind can be made within 14 days of purchase.
- An exchange can be made in the centre for a product to the same value or be put towards a product of greater value.
- Any requests must be accompanied by Proof of Purchase such as the original register or EFTPOS receipt. (Or a copy of a bank or credit card statement identifying the purchase.)
- All products must be returned in resaleable condition. Original tags and labels need to be attached. Items needs to be in original packaging (if any), unworn and unused.
- All swimwear and goggles (sample pair) should be tried on where possible. In the interest of hygiene, exchanges and refunds will not be accepted where it is obvious the items have been worn.

Faulty Items Return

- If an item is faulty, we can offer an exchange for the same or greater value. Alternatively, you are entitled to a full refund of the purchase price. We still require proof of purchase when returning a faulty item.

***Refunds and exchanges can be processed weekdays between the hours of 9am to 5pm.**