



RESTORE STRENGTH & LONGEVITY

GRITFORCE 8 REFUND AND RETURN POLICY

This Refund and Return Policy outlines the terms under which **GE8FIT SPORTS SERVICES AND CONTRACTING L.L.C.**, operating under the brand **Gritforce 8**, manages refunds, cancellations, and returns in compliance with **UAE consumer protection laws**, including **Federal Law No. 15 of 2020 on Consumer Protection** and its Executive Regulations.

By purchasing or using our services, you agree to the terms set forth in this policy.

1. SCOPE OF POLICY

This policy applies to all services and products offered by **Gritforce 8**, including but not limited to:

- Personal training sessions and packages
- Fitness programs and online coaching services
- Merchandise and branded apparel
- Workshops, events, and memberships

2. GENERAL REFUND POLICY

All payments made to **Gritforce 8** are considered final unless otherwise stated in this policy or required by UAE law. Refunds will only be issued under specific conditions outlined below.

Refunds are processed in accordance with UAE consumer protection regulations and may take up to **14 business days** to reflect, depending on the payment method and financial institution.

3. PERSONAL TRAINING AND FITNESS SERVICES

a. Session and Package Purchases

- All personal training sessions and packages must be paid in advance.
- Sessions and packages are **non-transferable** and **non-refundable** once training has commenced.
- Refunds may be considered only under the following circumstances:
 - The client provides a **valid medical certificate** indicating inability to continue training for a period exceeding 30 days.
 - The trainer or facility is unable to deliver the agreed-upon services due to operational closure or unforeseen circumstances.
 - A duplicate payment or billing error has occurred.

b. Cancellation by Client

- Clients must provide at least **24 hours' notice** to cancel or reschedule a session.
- Sessions canceled with less than 24 hours' notice will be **forfeited** and not eligible for refund or rescheduling.

c. Cancellation by Gritforce 8

- In the event that Gritforce 8 cancels a session due to trainer unavailability, facility maintenance, or emergencies, the client will be offered a rescheduled session or a full refund for the affected session.

4. MEMBERSHIPS AND SUBSCRIPTIONS

- Membership fees are **non-refundable** once activated.
- Memberships may be **frozen or extended** in cases of medical emergencies or travel exceeding 30 days, subject to management approval and supporting documentation.
- Refunds will not be issued for unused membership periods unless required by UAE law.

5. MERCHANDISE AND PHYSICAL PRODUCTS

a. Returns and Exchanges

- Merchandise (e.g., apparel, accessories) may be returned or exchanged within **7 days** of purchase if:
 - The item is unused, in its original packaging, and accompanied by a valid receipt.
 - The item is defective or damaged at the time of purchase.
- Refunds or exchanges will not be accepted for items that show signs of wear, damage, or alteration after purchase.

b. Refund Method

- Refunds for eligible merchandise will be processed using the original payment method.
- If payment was made by card, the refund will be credited to the same card within **14 business days**.

6. ONLINE PROGRAMS AND DIGITAL SERVICES

- Digital products, such as online training programs or downloadable materials, are **non-refundable** once accessed or delivered.
- Refunds may be granted only if the product was not delivered or if a technical issue prevents access and cannot be resolved within a reasonable timeframe.

7. REFUND PROCESSING

To request a refund, clients must submit a written request to **info@gritforce8.com** including:

- Full name and contact details
- Proof of purchase (receipt or invoice)
- Reason for refund request and supporting documentation (if applicable)

All refund requests will be reviewed by management, and clients will be notified of the decision within **10 business days**.

8. EXCEPTIONS AND SPECIAL CIRCUMSTANCES

Gritforce 8 reserves the right to evaluate refund requests on a case-by-case basis in exceptional situations, such as:

- Relocation outside the UAE
- Long-term medical conditions preventing participation
- Facility closure or service discontinuation

Any approved refund will be subject to administrative deductions (up to 10%) to cover processing and transaction costs, unless otherwise required by UAE law.

9. COMPLIANCE WITH UAE LAW

This policy is governed by **Federal Law No. 15 of 2020 on Consumer Protection** and the **laws of the Emirate of Abu Dhabi**.

In the event of a dispute, the matter shall be resolved in accordance with UAE consumer protection regulations and under the jurisdiction of the **Abu Dhabi Courts**.

10. CONTACT INFORMATION

For refund or return inquiries, please contact:

GE8FIT SPORTS SERVICES AND CONTRACTING L.L.C.

Operating as **Gritforce 8**

Abu Dhabi, United Arab Emirates

Email: info@gritforce8.com

Phone: +971 2 558 0045

Website: www.gritforce8.com

Gritforce 8 is committed to transparency, fairness, and compliance with UAE consumer protection standards. Our goal is to ensure every client receives exceptional service and support in line with our brand values of **Restore Strength and Longevity**.



Call

+971 2 558 0045

Email

info@gritforce8.com

Office Address

Abu Dhabi