

Return & Exchange Policy

PURCHASES ARE DONE VOLUNTARILY IN CUSTOMER'S OWN VOLITION

ALL ONLINE SALES ARE CONSIDERED FINAL.

Customers who bought items from vitargo.ph at regular price, whose concerns are valid as stated below, can apply for **return/exchange** up to **FOURTEEN (14) DAYS** from the date when the order is received, where day one is the receiving/collection date. Meanwhile, items bought during sale events, at markdown price, or using Vouchers/Codes can apply for return/exchange up to **SEVEN (7) DAYS** from the date when the order is received/collected.

Valid reasons for return and exchange include the following:

- Product that is fundamentally different in nature from the product specified in the website;
- Faulty, defective, or damaged product;
- Wrong item is delivered;
- Wrong variant is delivered;
- Wrong size
- Expired item

All items to be returned should still be in their original packaging, with complete accessories and attached tag.

Please note that return/exchange of intimate apparel or items considered as generally hygienic in nature (masks, socks, training underwear/apparel) will not be accepted for any reason. For consumable items, only sealed or unused can be requested for return/exchange.

Selected item/s for exchange may be of the same or higher value as the original item being returned. The price difference of item/s with higher value than the original item will be shouldered by the customer. Customer waives any excess amount if the item chosen for exchange has lower value than the original item.

To return and exchange your items, email us at sales@vitargo.ph with the following details:

1. Complete NAME, ADDRESS, and CONTACT NUMBER;
2. Item to be returned or exchanged;
3. Order Number, and Date items were received;
4. Reason for the return or exchange;
5. Proof of payment or purchase.

Our sales team will contact you as soon as your message is received. Please expect your exchange to be delivered within the following period upon receipt of the returned products:

1. Within Metro Manila, **2 to 3 business**;
2. Within Luzon outside of Metro Manila, **5 to 10 business days**;
3. For Visayas and Mindanao, **5 to 14 business days**

To return the products:

1. Within Metro Manila, please wait for our booked rider to arrive at your place and receive the products;
2. Within Luzon outside of Metro Manila, Visayas, and Mindanao, please return the products via JRS Express. Please see email for details on where to return the products.

