

# PROFIT SPORTS SOLUTIONS

## E-Commerce Policies & Procedures

OFFICIAL POLICY DOCUMENT | UNITED ARAB EMIRATES

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## Introduction

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Profit Sports Solutions is a leading supplier of premium fitness and sports equipment across the United Arab Emirates. This document sets out our official e-commerce policies governing all online transactions, including delivery, returns, warranties, ownership, and after-sales support.

By placing an order through our platform, customers confirm that they have read, understood, and agreed to the terms contained in this document. These policies are designed to ensure transparent, fair, and professional experience for every client.

## 1. Shipping & Delivery Policy

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Profit Sports Solutions is committed to delivering your order in a timely, safe, and professional manner to any location across the UAE.

### 1.1 Free Delivery

We provide complimentary delivery on all orders placed through our e-commerce platform with no minimum order value. Delivery covers all seven Emirates within the UAE.

### 1.2 Delivery Timeframes

Delivery Type	Estimated Timeframe
Standard Orders	3 – 7 business days from order confirmation
Large Equipment	7 – 14 business days (subject to scheduling)
Installation Required	Coordinated separately — our team will contact you
Remote / Peripheral Areas	May require an additional 2 – 3 business days

*Delivery dates provided at the time of order confirmation are indicative only and do not constitute a binding commitment. Profit Sports Solutions shall not be held liable for delays caused by logistics factors, force majeure, or circumstances beyond our reasonable control.*

### 1.3 Delivery Process

Our team follows a structured process to ensure every delivery is handled professionally:

1. Order confirmation is sent to the customer via email or phone.
2. Our logistics team contacts the customer to confirm the delivery address and availability window.
3. A delivery schedule is agreed upon based on location and stock availability.
4. For equipment requiring installation, a separate appointment will be coordinated by our technical team.
5. Upon delivery, the customer inspects all items and signs the delivery confirmation note.

#### 1.4 Delivery Access Requirements

The customer is solely responsible for ensuring that the delivery location has adequate access for the equipment to be received safely. This includes, but is not limited to:

- Sufficient door and corridor widths to accommodate the equipment dimensions
- Elevator availability for upper-floor deliveries where applicable
- Clear pathways, staircase access, and unobstructed entry points
- Preparation of the installation site prior to the scheduled delivery

*If delivery or installation cannot be completed due to access limitations or an inadequately prepared site, rescheduling fees may apply and will be communicated to the customer in advance.*

#### 1.5 Failed Delivery Attempts & Postponement

If the customer is unavailable at the agreed delivery time or requests a postponement of less than 48 hours before the scheduled date, a redelivery or rescheduling fee may apply. The exact fee will be communicated by our team based on the logistics costs incurred.

Where a postponement is requested more than one week in advance of the scheduled delivery, no additional charges will apply. Postponements requested within one week of the scheduled date may incur a storage and logistics fee of up to 2% of the order value per week of delay.

#### 1.6 Refused Delivery

If a customer refuses to accept delivery without a valid reason recognized under this policy (such as visible transit damage), the delivery will be logged as a refused delivery. In such cases, return logistics costs and any applicable storage fees will be deducted before any refund is processed, and the refusal will be treated as a return request subject to Section 2 of this document.

#### 1.7 Customer Responsibilities

- Provide a complete and accurate delivery address at the time of ordering.
- Ensure that an authorized representative is present at the delivery location at the agreed time.
- Inspect all products thoroughly upon receipt before signing the delivery note.
- Notify our team immediately if any damage or discrepancy is observed at the time of delivery.

## 2. Returns & Refund Policy

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Profit Sports Solutions strives to ensure full customer satisfaction. Our return and refund policy is designed to be fair, transparent, and aligned with UAE consumer protection standards.

#### 2.1 Return Window

Customers may submit a return request within 7 calendar days of the confirmed delivery date. Requests submitted after this period will not be eligible unless the issue falls under an active warranty claim (see Section 3).

## 2.2 No Change-of-Mind Returns

*Profit Sports Solutions does not accept returns on the grounds of change of mind, incorrect purchase decision, or preference-based reasons. Returns are only accepted under the specific conditions listed in Section 2.3 below.*

## 2.3 Accepted Return Conditions

Returns are accepted exclusively in the following circumstances:

- Incorrect item delivered — the product received does not match the order specification
- Visible transit damage — the product arrived with physical damage caused during shipping
- Confirmed manufacturing defect — identified upon initial inspection before use

## 2.4 Eligibility Requirements

To qualify for a return, all of the following conditions must be met:

- The item is unused, unassembled, and in its original unaltered condition
- All original packaging, accessories, manuals, and components are included
- The original invoice or order confirmation is provided
- The return request is submitted within the 7-calendar-day window

## 2.5 Acceptance Upon Installation

*For products that require installation, the successful completion of installation by our team constitutes the customer's acceptance of the product's physical condition. Any damage reported after installation will not be considered a delivery-related defect and will not be eligible for a return or replacement under this section.*

## 2.6 Non-Returnable Items

The following items are strictly non-returnable under any circumstances:

- Products that have been assembled, used, or installed
- Products damaged through misuse, negligence, or improper handling by the customer
- Products showing normal wear and tear
- Products modified or repaired by an unauthorized party
- Products for which the 7-day return window has expired
- Products purchased as part of clearance sales, special promotions, or custom orders

## 2.7 Return Process

1. Contact our support team via phone or email within the 7-day return window.
2. Provide your order number, invoice, a description of the issue, and photographic or video evidence.
3. Our team will review the request and notify you of approval or rejection within 3 business days.
4. If approved, our team will arrange collection of the item at no additional charge to the customer.
5. Upon receipt and inspection, a refund or replacement will be processed accordingly.

## 2.8 Refund Method & Timeline

All refunds will be issued using the same payment method used for the original transaction, unless otherwise agreed in writing or required by applicable UAE law.

Payment Method	Expected Refund Timeline
Credit / Debit Card	10 – 14 business days
Bank Transfer	7 – 10 business days
Cash on Delivery	5 – 7 business days (cash or store credit)

Profit Sports Solutions will initiate the refund within 5 business days of return approval. Timelines thereafter are subject to the customer's bank or payment provider processing schedule.

## 3. Warranty Policy

All equipment sold by Profit Sports Solutions is covered by the respective manufacturer's warranty, applied under normal usage conditions as defined below.

### 3.1 Warranty Coverage by Brand

Brand / Product	Warranty Period
Total Gym	12 months from date of delivery
The Abs Company	12 months from date of delivery
Marpo Kinetics	12 months from date of delivery
Kwell	6 months from date of delivery

*Extended warranty options may be available upon request for select brands. Please contact our team for further details.*

### 3.2 Home Use vs. Commercial Use

Equipment sold by Profit Sports Solutions is warranted for normal private or semi-commercial use. The warranty will be voided if the equipment is:

- Used in a public gym, fitness club, or any facility open to the public
- Subjected to intensive commercial-grade usage beyond the product's intended design
- Operated in an environment incompatible with the product's rated specifications

*For home-grade equipment used in a commercial environment, warranty claims will not be accepted. Customers intending commercial use should notify our team at the time of purchase, so we can recommend appropriately rated products.*

### 3.3 What is Covered

- Manufacturing defects confirmed by our technical team
- Faulty components under normal operating conditions
- Technical malfunctions directly attributable to product quality

### 3.4 What is NOT Covered

- Physical damage from accidents, misuse, or improper handling
- Normal wear and tear (cables, upholstery, grips, belts, rubber components, etc.)
- Damage from unauthorized repair, modification, or disassembly
- Damage caused by installation not performed by our authorized team
- Damage resulting from failure to follow the product's user manual or maintenance instructions
- Damage caused by environmental factors such as moisture, flooding, or extreme temperature
- Commercial use of home-grade equipment

### 3.5 Warranty Claim Process

1. Contact our support team and provide proof of purchase and full product details.
2. Describe the issue in detail and provide supporting photographs or video where possible.
3. Our technical team will review the claim; an on-site inspection may be scheduled if required.
4. If approved, we will arrange repair, replacement, or a suitable agreed resolution.
5. Warranty claims are typically assessed within 5 – 7 business days of submission.

Profit Sports Solutions reserves the right to assess and determine warranty eligibility based on the nature of the reported defect and the conditions of use.

## 4. Service & Support Policy

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Profit Sports Solutions provides professional after-sales service and technical support for all equipment supplied by our company. We are committed to keeping your investment performing at its best.

### 4.1 Services Offered

- Technical consultation and product guidance
- Professional equipment installation and commissioning
- Scheduled preventive maintenance programs
- On-site fault diagnosis and technical inspection
- Genuine spare parts supply and component replacement
- Staff training and equipment orientation sessions

### 4.2 How to Request Support

1. Contact our support team via phone, email, or the form on our website.

2. Provide: product name and model, date of purchase, order number, and a clear description of the issue.
3. Our team will acknowledge your request within 1 business day and advise on next steps.
4. For urgent matters, please clearly indicate the urgency when contacting us.

### 4.3 Service Response & Repair SLA

While Profit Sports Solutions strives to resolve all service requests as promptly as possible, repair and response timelines may vary based on the following factors:

- Nature and complexity of the reported issue
- Technician availability and scheduling in your area
- Spare parts availability (see Section 4.4)

Estimated repair timelines will be communicated to the customer following the initial inspection or remote assessment.

### 4.4 Spare Parts Lead Time

*Spare parts availability is subject to manufacturer stock levels and international supply chains. Lead times may range from 7 to 30 business days depending on the brand and component. Our team will communicate expected lead times as soon as they are confirmed.*

### 4.5 Service Charges

Services performed within a valid, active warranty period are provided at no charge, provided the issue falls within the defined warranty scope (Section 3.3). Services outside the warranty period, or for issues not covered by warranty, will be subject to a service fee. A quotation will be provided for customer approval before any chargeable work proceeds.

### 4.6 Unauthorized Installation & Third-Party Repair

If the equipment is installed by the customer or any party not authorized by Profit Sports Solutions, we shall not be held liable for any damage, injury, or performance issues resulting from incorrect installation. Similarly, any repair, modification, or disassembly carried out by an unauthorized party will void the applicable warranty and release Profit Sports Solutions from related liability.

## 5. Ownership & Payment Terms

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### 5.1 Title of Ownership

All products supplied by Profit Sports Solutions remain the exclusive property of Profit Sports Solutions until the full purchase price has been received and cleared. Risk of loss or damage to the product transfers to the customer upon delivery and acceptance, as confirmed by the signed delivery note.

### 5.2 Payment

Full payment is required prior to or at the time of delivery unless otherwise agreed in writing. Profit Sports Solutions reserves the right to withhold or delay delivery of any order where payment has not been confirmed.

### 5.3 Pricing & Promotions

All published prices are inclusive of applicable VAT unless stated otherwise. Prices are subject to change without prior notice; however, changes will not affect orders that have already been confirmed. Products purchased under clearance sales, special promotions, or as custom orders are non-returnable and non-refundable.

### 5.4 Customer Misuse & Liability

*Profit Sports Solutions shall not be held liable for any injury, damage, or loss arising from the use of equipment in a manner inconsistent with the product's user manual, intended design, or safety guidelines. The customer assumes full responsibility for ensuring the safe and correct use of all purchased equipment by all users.*

## 6. Governing Law & Dispute Resolution

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These policies are governed by and construed in accordance with the federal laws of the United Arab Emirates and the applicable regulations of the Emirate in which the transaction takes place. Any disputes arising from or related to the use of our platform or the purchase of products and services from Profit Sports Solutions shall be subject to the exclusive jurisdiction of the competent UAE courts.

### 6.1 Dispute Resolution Process

1. The customer contacts our support team to raise the concern directly.
2. Our management team reviews the complaint and responds within 5 business days.
3. If a resolution cannot be reached internally, the matter may be escalated to the relevant UAE Consumer Protection authority.

### 6.2 Policy Updates

Profit Sports Solutions reserves the right to update or modify these policies at any time without prior notice. The current version will be available on our official website. Continued use of our services following any update constitutes acceptance of the revised terms.

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For all enquiries, please contact our team:

**PROFIT SPORTS SOLUTIONS | United Arab Emirates**

Email: [sales@profitsports.solutions](mailto:sales@profitsports.solutions) | Website: [www.profitsports.solutions](http://www.profitsports.solutions)

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