



WittFitt Warranty, Returns & Refunds

WittFitt will handle any issues that may arise due to damages, defects or incorrect orders quickly and effectively so you have the products you need.

WittFitt products are guaranteed to be the highest quality available. However, if you're not 100% satisfied, you may return the unused items * in the original packaging. Return authorizations must be requested within 20 days from the date of invoice for a full refund. A 15%-25% restocking fee will apply depending upon manufacturer. Return shipping to be paid by customer.

Please call: 1-515-720-4153 or e-mail: info@wittfitt.com for a return authorization number. A copy of the packing slip must accompany all returns.

***Custom products, hokki stools and UP stools are unable to be exchanged or returned.**

Stability balls and ball chairs

Our stability balls are covered under warranty for 30 days from arrival date. If there is a manufacturer defect in the ball, the defect will be evident from the first inflation, as the ball will simply never hold air. This is uncommon. Please contact WittFitt immediately if this is the case, as we will replace that item. NEVER PATCH A DAMAGED BALL!

WittFitt stability balls are not warranted against improper use, punctures by an object or any other environmental hazards.

Schools: One of the main reasons we package our program with the stability balls is to ensure that teachers are trained to inflate and use the balls properly so that the balls last several years [average 2 years- some schools are on the 3rd year]. The students also complete lessons to 'earn' their ball. This process instills a sense of ownership and the students take care of their ball. We discuss cleaning, storage, use and care during the training and the information is also found in the manual. It is important that teachers and students keep the floor clean of debris as well. We do everything we can to support the teachers so the balls do last, as we realize this is an investment on your part.