



O'BRIEN GROUP ARENA

SKATE FITTING FEE POLICY

O'Brien Group Arena has qualified, professional skate fitters. Being skaters ourselves, we realise that accurate skate fitting is not only critical but also crucial to your comfort and performance on the ice. If your boots don't fit correctly, you may not fully enjoy your skating experience. Our experienced Team Members are trained to provide a custom fit for every skate we sell.

O'Brien Group Arena offers a professional skate fitting service. Skate fitting is precise and time has to be taken to fit and size your foot correctly; quite often resulting in physically trying on different models as size differs throughout skate ranges. Without expert fitting, using ill-fitted skates effect skating enjoyment, skate life duration, and more importantly has long term effects on foot health. To ensure you are completely happy with your purchase and that we maintain our high standard of service, an upfront \$50 fitting fee is applied which is fully transferrable upon purchase of your new skates, or refundable if the desired skate is not available from our supplier.

The fitting fee, which includes:

- Professional Fitting service
- Heat Moulding Skate Bake for compatible skates (\$40 value)
- Complimentary first sharpen (\$30 value)
- Skate care advice for the first time skater

Skates Warranty

All skates sold by O'Brien Group Arena are covered by the Manufacturer's Warranty.

Skate Fit Guarantee

We offer a Skate Fit Guarantee when you purchase a new full priced skate. This means that we are guaranteeing that, as qualified skate fitters, we are selecting the correct skate for your foot.

We have an extensive range of both Hockey and Figure skates so we can ensure to find the correct skates for your foot and your skill level.

We recommend that you book an appointment, so we can fit, sharpen and bake your boot if required; however we happily welcome walk-ins during retail trading hours.

For any information about skate fitting please call (03) 8631 3991 or email retail@obriengrouparena.com.au