



Returns Policy

If goods are delivered damaged, please advise within 7 days of delivery Swanson Mackay is happy to offer a 7 day money back guarantee. This commences on the day you receive your delivery. If you wish to make a return under this option, you must firstly contact us via phone or email. The items must be completely unused and in their original packaging.

Please ensure goods are returned with original paperwork and also enclose a contact phone number should we need to contact you regarding the refund. You may return the items to our trade counter or return them via a carrier. It is the responsibility of the customer to meet the carriage charges on these returns.

Faulty Goods

Please notify us, either by email or phone if you have a faulty product. We can arrange collection of these goods or refund your carriage costs if you return them to us. We can then arrange for a replacement to be sent or refund your payment instead.

Warranties

Swanson Mackay stock and supply goods that are from reputable sources, should you have a problem with an item please refer to manufacturer's warranty procedures. It is the responsibility of the customer to fill in extended warranty forms enclosed with certain goods and these warranty claims should be dealt with directly by the manufacturer.



It is extremely important to register the extended warranties online with the manufacturers for example some products may only have a one year guarantee if these extended warranty forms are not completed at time of purchase.