

# SWI – Part of the Banner Group

## Return Guidelines

### Terms and Conditions

We offer a 30 day Returns Policy on all goods. Please return the goods to us in their original condition and packaging. Items, which are not in their original packaging, or have any tags removed will not be eligible for a refund. If there are any discrepancies with your order, please report these within 48hrs by emailing [customerservice@swi.co.uk](mailto:customerservice@swi.co.uk)

**PLEASE NOTE, WE DO NOT OFFER AN EXCHANGE SERVICE. ALL RETURNED ITEMS WILL BE REFUNDED BACK ONTO THE CARD USED TO PAY FOR THE ORIGINAL ORDER.**

If method of payment was cheque you will be refunded via a bank transfer. Once we receive the return one of our advisors will contact you for details to complete the transfer.

### Return Codes

- A. Wrong item ordered
- B. Item ordered too big
- C. Item ordered too small
- D. Ordered more than one size
- E. Wrong item sent
- F. Faulty item
- G. Other

### How to complete the returns form and return your items

1. Complete your returns form by filling out the return quantity and reason code in the space provided (on returns document). If the reason code used when returning the item is E, F or G please can you give addition details on the back of the returns form.
2. Attach your pre-paid postage label to the front of your parcel (if using your original order bag, cover your home address to avoid this being returned back to yourself).
3. Put the items you wish to return in your parcel along with the returns document.
4. Return via your local post office. (All returns must be sent via the post office)

Please ask the post office to provide you with a receipt for proof of delivery. Keep hold of this receipt until your return has been complete.

Please allow 10 working days for us to receive the parcel and process the returned items. Faulty items may take longer due to quality control inspections.

If you have any concerns or queries regarding your return please email us at [customerservice@swi.co.uk](mailto:customerservice@swi.co.uk) or alternatively you can call us on 01928 752 610