



# Returns Policy

Effective November 28, 2018

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At Swan, we take great pride in the quality and craftsmanship of our products and offering great customer service is our goal. If you are not completely satisfied with your purchase, please follow our return guidelines and we will be happy to help you return your purchase.

## **Shipment Error Returns**

If a wrong item is received due to a Swan shipping error, the restocking fee is waived and Swan will be responsible for freight charges.

## **Swan Non-Return & Non-Refundable Policy**

Swanstone COMMERCIAL PRODUCT, Swanstone SPECIAL ORDER AND Swanstone NON-STANDARD COLOR PRODUCTS CANNOT BE RETURNED FOR ANY REASON. Standard stock items may be returned with prior approval and are subject to a 50% restocking fee plus cost of return freight. No product can be returned after eight weeks from ship date. Goods for return authorized in advance by Swan Corporation must be returned within (30) days of authorization, shipping freight prepaid. Swan Companies, LLC will assign an RGA number to the unit which must be placed on the outside of the carton to be returned. NO RETURNS WILL BE ACCEPTED WITHOUT THIS NUMBER. Credit for goods returned under an RGA will be issued after all units are inspected at the factory and deemed to be in sellable condition. No credit will be issued on units deemed un-sellable.

## **Defective Replacement**

Qualifications for a Defective Replacement:

- Has a defect that hinders its usability for the purpose for which it was designed and manufactured.



Swan must be notified of product defects **within 180 days of ship date**. Please complete the **DEFECTIVE REPLACEMENT FORM** and email to [swanezpo@swanstone.com](mailto:swanezpo@swanstone.com) or fax to (800) 342-7926.

For defective items, please submit multiple pictures clearly indicating the defective area, an overall picture of the product and a picture of the carton label with your request. For defective replacement, we will replace with only like product.

At Swan's discretion, we may require return or field inspection of defective product prior to issuing credit. Once approved, a credit will be issued within four days.

**Swan will not be liable for any losses, costs, damages, charges or expenses due to the receipt of defective product. In all cases, we recommend booking installation after receipt and inspection of product.**



## Damaged Items and Shortage Claims Policy

Please inspect your merchandise as soon as you receive it. It is important to mark on your delivery receipt or bill of lading at the time of delivery if there are any damages or shortages. No shortage claims will be accepted if delivery receipt or bill of lading is not noted with shortages. **NO EXCEPTIONS.**

All claims for damages or shortages must be made **within 24 hours of receipt** of product.

Please complete the **DAMAGED FREIGHT CLAIM FORM OR SHORTAGE CLAIM FORM** with a copy of your delivery receipt and email to [swanezpo@swanstone.com](mailto:swanezpo@swanstone.com) or fax to (800) 342-7926.

For damaged items, please submit multiple pictures clearly indicating the damaged areas, as well as an overall picture of the product with your request. For damaged items, we will replace with only like product.

At Swan's discretion, we may require return or field inspection of damaged product prior to issuing credit. Once approved, a credit will be issued within four days.

**Swan will not be liable for any losses, costs, damages, charges or expenses due to the receipt of damaged or missing product. In all cases, we recommend booking installation after receipt and inspection of product.**