

Terms of sales

Return Policy

We offer a 30 day returns policy that commences on the day you receive your order. Within this time you can return your unused goods for a refund or exchange. Please note, all items returned after this 30 day period will be returned back to you unless exceptional circumstances apply.

Can I return my items?

We will NOT accept returns if:

The item has been used

The packaging has been lost, thrown away or damaged

The item has been damaged in transit due to insufficient packaging

The item is over the 30 day period

If in the rare circumstance you have received the incorrect item, please inform us of this within 48 hours of receipt and do not use this item.

Along with your item(s) you will need to insert a note inside the returning packaging stating your Order ID, Name, Item(s) returned and what outcome you would like.

You will be responsible for paying for your own shipping costs for the return of your item(s). If you are shipping items worth over £35, you should consider using a trackable shipping service or purchasing shipping insurance as we cannot guarantee that we will receive your returned item.

Please send your return to the following address:

SWAG Distribution Ltd.
Unit 2, Block 2,
Shenstone Trading Estate,
Halesowen,
West Midlands,
B63 3XB,
United Kingdom

Return Fees

At the customer's own cost.

Carriers Delivery Time

SWAG use DPD and Yodel as our nominated carriers which both offer tracked services.

Returns Period

30_Days