

Return & Warranty Information:

1. If you wish to return goods, you should notify iSwegway of your intention to do so within 14 days of you receiving the product.

You must contact the iSwegway Customer Services Team in order to initiate any return.

WAYS TO CONTACT US:

- Email at contact@iswegway.com; or
- Telephone on 0330 995 0895 (local rate number)

Our operating hours are Monday - Friday 9.00am - 5.00pm.

2. In order to help facilitate the return of your unwanted item, you must complete the returns form provided to you in your welcome pack. A copy is also available to download from our website. Please ensure that you obtain a ***RETURNS ACCESS CODE** from the Customer Services Team at iSwegway.com, which is vital to the returns process, as without this your return will not be accepted.

3. As you can appreciate, we would request that all goods be returned in an 'as new, not damaged' condition complete with packaging and all accessories.

Where goods are returned in accordance with this provision, we will happily reimburse any money already paid by you, including any delivery costs. We will usually refund you what you paid for the goods.

3.1. Unfortunately, goods which do not comply with this condition, may be subject to a consequential loss cost which is highlighted in more detail in section 4 of this policy.

4. Upon receipt of the returned product, iSwegway shall inspect the item to confirm that it is unused and undamaged, and in the original packaging.

4.1. If you return an item that is used, damaged, not in the original packaging or otherwise not "as new", then iSwegway shall not issue a full refund to the customer, and will ONLY refund the purchase price minus the costs of remedying the damage the item has sustained. In the case of where the cost of repair exceeds the actual cost of the item, this item will be deemed a "TOTAL LOSS" and no refund will be furnished to the customer.

Any damage incurred by improper usage, negligence or alterations will void your warranty. All Swegways are tested for quality before shipping.

5. In the unlikely event that your item arrives faulty or damaged in transit; we will happily exchange this for a replacement item, or issue you with a full refund or credit, as long as you have contacted us **WITHIN 24 HOURS OF RECEIVING THIS ITEM**

The Swegways come with 90-day limited warranty against manufacturer battery defects.

*RETURNS ACCESS CODE:

A rectangular input field with a thin black border, intended for the customer to enter their Returns Access Code. The field is currently empty.

This is a unique number provided by the customer services team at iSwegway.
This will be provided to the customer after the initial contact.

Any return received without the Returns Access Code will not be accepted and will be returned back to the customer.