

Swiftstock

Refund & Return Policy

Return Timeframe:

We gladly accept returns within 30 days of receipt for most items in new condition. Your refund will be automatically issued once we receive your parcel at our warehouse.

Return Method/Pickup Service:

We will arrange a pickup at your provided address. An R120 fee per return request will be deducted from your refund.

Important Notice

Correct Return Address: Do not send your return to the sender's address on your package. This is not the correct return address and will delay the processing of your return. Please use only the address we provide for returns.

SwiftStock Items Only: Ensure that you do not accidentally include non-SwiftStock items in your return package. We will not be responsible for returning these items to you.

How Will I Get My Refund?

Your request will be processed within 5 business days after we receive your return and you have been found eligible. The refund will be issued to your provided account as per your request.

Note: The original shipping fees and guarantee fees are non-refundable.

IMPORTANT: If there is an issue with your return, please contact Customer Support within 90 days from the date your order was placed.