

## **Return Policy/Return Authorization Process**

The return process must be followed in its entirety to ensure expeditious processing of your claim. To begin the claims process, please follow the URL site

[http://www.swedausa.com/Uploads/WebContent/DocDownload/RMA\\_Claims\\_Form.pdf](http://www.swedausa.com/Uploads/WebContent/DocDownload/RMA_Claims_Form.pdf)

and fill out the requested information. You may also contact Customer Care by calling 800.848.8417, Monday through Friday, 6:00am to 6:00pm PST. Please allow 24 hours for response to your initial inquiry.

### **When calling, please be prepared to provide the following information:**

- Your name, company, telephone and fax numbers and email address
- Your purchase order number or Sweda sales order number
- Part and/or model number of the product to be returned
- Quantity of the product to be returned
- Reason for product return

### **Return Authorization**

Sweda Company, LLC must be contacted within 30 days of the actual shipment date to obtain a Return Authorization (RA) number for the item to be returned (subject to the guidelines listed below). After 30 days we are unable to process non-warranty related claims.

### **Return Authorization Guidelines**

To ensure a speedy and satisfactory return process, please understand the following guidelines and restrictions prior to requesting a Return Authorization Number:

The Return Authorization Number must be requested within 30 days of the actual shipment date.

RA number must be clearly marked on all returned boxes.

Returns received without being sent through the Return Authorization Process will not be accepted and will be returned to sender.

RA numbers are only valid for thirty (30) days.

The typical claim turn-around time will most likely duplicate your original scheduled production time. Example: If your original order took 7 days to produce, the return/repair will take approximately 7 production days. Every effort will be made to provide you with faster service but each case will be processed independently.

### **Return Shipping Label**

Once the initial investigation has been concluded, if Sweda Company, LLC. Is deemed at fault, we will issue either Fed-Ex or UPS call tags to retrieve the merchandise. Return labels will not be issued for the



return/restock of blank goods that have been ordered as samples. All blank orders are subjected to a 15% restocking fee; 20% restocking fee for all Brand products.

### **Shipping Your Return**

Please return product to the address below:

Sweda Co, LLC  
Attention: Return Department  
17411 Valley Boulevard  
City of Industry, California 91744

### **Warranty**

Most watches carry a 1-year limited warranty. All other Sweda items carry a 1-year limited warranty. The warranty covers any defect in material or workmanship under normal use. Battery and ink cartridges excluded. Returned imprinted items may be replaced with no imprint items.

