

Swift Performance — Warranty Policy

SWIFT PERFORMANCE

WARRANTY POLICY

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Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This warranty policy provides additional protections beyond your statutory rights and does not limit or exclude any rights you have under the Australian Consumer Law.

Definition of Reasonable Wear and Tear

Reasonable day-to-day wear does not warrant replacement or refund. The description below should be used to inform what you should expect of the robustness of Swift Performance products given day-to-day use:

It is reasonable to expect that with day-to-day use, Swift Performance products, cables, and cases may suffer from minor scrapes and scratches. Breakages are not considered wear and tear.

Product Warranty

Swift Performance Pty Ltd (ABN 42 071 744 020) is committed to our products being of the highest quality. Your satisfaction with Swift Performance products and Swift Performance branded accessories, and your ability to use them easily with optimal results, is extremely important to us.

If you have an issue with your Swift Performance product or accessories — please contact us as soon as possible.

This product warranty applies to Swift Performance products and Swift Performance branded accessories available for purchase via our website at **swiftperformance.com**.

We also promise to let you know if we make substantial changes to this policy. If you have any questions, contact us at the details listed at the end of this document.

When Is My Swift Performance Product Covered by Warranty?

Swift Performance Pty Ltd warrants that your Swift Performance devices and Swift Performance branded accessories shall, as of the date of delivery, be free from material defects for a period of **two (2) years**.

The date of delivery is considered the date that our delivery service has recorded delivering your product as per delivery tracking, not any other date.

To be eligible for warranty service, you must contact the Swift Performance customer service team and request a Return Merchandise Authorisation (RMA) under warranty within the warranty period.

What Is My Entitlement Under Warranty?

This warranty ensures that your Swift Performance product and Swift Performance branded accessories are functional within the warranty period, given reasonable use and wear and tear (please refer to the definition of reasonable wear and tear above).

Under this warranty, if a product is not functional within the warranty period given reasonable use and wear and tear, the customer is eligible for a **repair, replacement, or refund**. The specific resolution will be determined by Swift Performance.

Limited Warranty Terms

Swift Performance Pty Ltd warrants that your purchased Swift Performance products and Swift Performance branded accessories shall be free from defects in materials and workmanship, under normal use, for a period of **two (2) years** from the date of delivery.

Swift Performance provides this limited warranty only if you purchased the product directly from Swift Performance or one of our approved resellers.

Remedies

If a defect with your Swift Performance product arises within the warranty period, you are required to contact the Swift Performance customer service team with an RMA request under warranty, also within the same warranty period.

If the validity of your RMA request is accepted by Swift Performance, Swift Performance agrees to either:

- Replace the product with a new or refurbished product of identical model or functional equivalent, or
 - Repair the product
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As part of our commitment to selling only the highest quality products:

- If Swift Performance accepts your product to be serviced under warranty, the cost of shipping defective products will be covered by Swift Performance
- In the instance of replacement, you will not have to pay, or will be reimbursed for, any shipping charges

Any product replaced under this warranty policy will be deemed to be covered by the original warranty start date.

Warranty Exclusions

This warranty does not cover:

- Damage caused by accident, misuse, abuse, neglect, or unauthorised modification
 - Damage caused by operating the product outside the permitted or intended uses described in the documentation
 - Damage caused by service performed by anyone who is not a representative of Swift Performance or an authorised Swift Performance service provider
 - Cosmetic damage, including but not limited to scratches, dents, and broken plastic, unless such damage has occurred due to a defect in materials or workmanship
 - Consumable parts, such as batteries, unless damage has occurred due to a defect in materials or workmanship
 - Products with removed or altered serial numbers
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How to Obtain Warranty Service

To obtain warranty service, contact Swift Performance via the details below in the first instance. Our staff will assist you in lodging an RMA request under warranty within the warranty period.

Once our customer service team accepts your RMA request, you will be provided confirmation of the RMA with details of the location to which the returned item should be posted. If you have not received these confirmation details, you are not authorised to return products to Swift Performance. Swift Performance retains the right not to process products sent without prior RMA confirmation.

To complete the RMA you will be required to:

- Ship the product back with all original accessories included in the original packaging, or comparable packaging, to avoid shipping damage
 - Include your proof of purchase
 - Include a note with your full name, contact details, and a description of the defect or issue
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Contact Us

Swift Performance Pty Ltd ABN 42 071 744 020

Email: sales@swiftperformance.com **Phone:** +61 (07) 2111 8119 **Support:** swiftperformance.com/contact **Website:** swiftperformance.com
