

Warranty & Returns Policy

WARRANTIES

10 year limited warranty

1. All equipment and goods are warranted by the seller to be free from defects in material and workmanship for ten (10) years from the date of shipment.

Normal wear of equipment or goods, equipment or goods which are misused, abused, or damaged, or not used in accordance with the seller's instructions are excluded in this warranty.

No warranty shall apply or responsibility be taken for any modifications, alterations or additions to the standard product design. This includes exceeding recommended maximum weights for any fittings or exceeding the installed height.

Where the product is exposed to caustic chemicals or harsh chemical, marine and salt environments, the protective coating or finish is not warranted, nor any subsequent corrosion of unprotected product or components.

Optional material finish of powder coating is completed by third parties and whilst all care is taken by Swivelpole™, warranty is limited to the (12) months Supplier's standard warranty. This warranty does not apply to equipment or goods which are misused, abused or damaged or not used in accordance with seller's instructions. Normal wear of equipment or goods are excluded in this warranty. All care should be taken for the longevity of the powder coat finish. The ten (10) year limited warranty does not apply to the Giraffe™ Pole G5, which is covered under a separate five (5) year warranty as per the Giraffe™ Pole G5 technical specifications which can be found on the swivelpole.com website.

The adequacy of the High Vibration Pole Top (HVPT) is not guaranteed/warranted for specific site suitability due to the vibration frequency variances in site and structure conditions. We can guarantee that the HVPT will improve performance and extend design life when compared to an ordinary pole exposed to the same vibrations. Swivelpole and or Exemplar Products Pty Ltd, subsidiaries and related entities ("Swivelpole") will accept no responsibility or liability, direct or consequential, for failure of this product.

2. Equipment or goods not manufactured by the seller but supplied through the seller shall carry the warranty of the original manufacturer.

The seller's sole liability under this warranty shall be limited to either replacing or repairing without charge, at its factory or elsewhere at its discretion, any equipment or goods not meeting this warranty, or at seller's option, refunding the purchase price. The seller shall in no event be liable for any other direct or any special indirect or consequential damages of any kind under this contract or otherwise.

* Subject to change without notice.

RETURNS

Where the return of goods is not the result of a claim under warranty as specified in our warranties policy, we will accept the return of goods in limited circumstances, provided that:

The goods are returned to us within 60 days of purchase.

The goods are standard and normally stocked items.

The goods quantity does not exceed 90 days of normal sales quantities.

The goods are in "as new" re-saleable condition including that:

They are in original packaging, including any manuals and all accessories.

They are unworn, undamaged, unopened, unused and in original condition.

In the event that these requirements are satisfied, we will accept the return of the goods subject to 25% restocking fee. This fee will be calculated as 25% of the original sale price of all goods returned. This fee will be deducted from any refund that the customer seeks and we accept. The customer will be responsible for all shipping or transport costs associated with the return of goods, and will assume all risk of loss, damage or delay to the goods while in transit to us.

If these requirements are not satisfied, we reserve the right not to accept the return of any goods and a refund will not be provided.

The return of non-standard, non-catalogued or non-stocked goods will not be accepted under any circumstances.

Any legislative or statutory returns requirements will remain applicable.