



## **BMS FACTORY**

A Division of 1066259 Ontario Ltd.

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# **BMS WARRANTY POLICY**

## **BMS Consumer Warranty**

**All BMS products have a 90-Day Limited Warranty.** Any defective product must be returned to BMS with an itemized receipt as proof of purchase. Limited Warranty applies only to products that are returned within 90-days of the in-store purchase date. If product is deemed defective by BMS, the customer will receive a replacement product.

## **Limited Warranty**

To prolong the life of your product, remove batteries when not in use. Rechargeable items should be charged every few months to preserve battery life. Limited warranty is strictly limited to the repair or replacement of the purchased product and does not cover damages caused by physical or natural destruction, misuse, or other external causes. Only manufacturer defects will qualify as a defective product and will be replaced at the discretion of BMS.

## **Return Process:**

- Contact BMS directly at [productservices@bmsfactory.com](mailto:productservices@bmsfactory.com)
- All return product claims **MUST** be authorized by BMS Factory. Failure to obtain BMS authorization before returning product may result in refusal of the shipment at the sender's expense.
- Once the return is authorized, the customer's name and shipping information must be clearly marked on the shipping box.
- The customer is responsible for shipping and handling costs when returning the product to BMS. BMS will cover the shipping costs associated with sending the replacement item back to the customer. If the item is found to be working when reviewed, BMS will not cover the costs to return the item back to the customer.

## **Swan Brand Warranty**

All Swan brand products made by BMS offer a complimentary **1-year limited warranty** for any defects in materials and workmanship from the date of original retail purchase. All Swan brand products also provide an extended **10-year guarantee** to its very appreciated customer. Register at the Swan website within one year of your original purchase and receive a 10-year quality guarantee in addition to our 1-year warranty. If something were to happen to your original Swan product after the 1-year warranty, the 10-year guarantee provides you with 50% off on your purchase of a new product of equal or lesser value. Special offer is restricted to a one-time only basis.

For more information see [www.bmsfactory.com/customer-care](http://www.bmsfactory.com/customer-care)

Thank-you in advance for your co-operation,