

For Printed Books

Prices are displayed with the applicable item. Prices and availability of all items are subject to change at any time. We reserve the right to discontinue or suspend the provision of any item at any time.

Any order placed for a product that is listed at an incorrect price may be cancelled. This shall be regardless of whether the order has been confirmed and/or payment levied. In the event the payment has been processed, the same shall be credited to your account and duly notified to you.

Estimated Delivery Time

Our standard shipping time is up to 6-8 days. For shipping to a remote location, the delivery may depend on the area or the location where the order is to be delivered. In case none of our shipping partner delivers to your area, then we can send your order through parcel by India Post. The orders sent through India Post cannot be tracked and it may take up to 10-15 days for the parcel to reach you in extreme cases.

Return Policy

We provide 3 Day Replacement guarantee from the date customer receives the books. We use the best packaging methods for securing the orders of any damage as well as the services of the best shipping partners to ensure that the orders reach you in good condition.

Though we make sure that the order is undamaged, we do not take any responsibility for the damages caused to your order while in transit. If you have received a damaged/ defective book or it does not comply with the specifications as per your original order, you are required to get in touch with us by dropping an email to info@swanpublishers.com. You must send us the image of the damaged product as an attachment with the email.

We will send you the replacement only when we have received the book/books back from you. Shipping and handling costs for replacement of the book shall be borne by the customer.

You can cancel your order online before the book has been shipped. You need to submit the cancellation request within 12 hours of placing the order and in such a case your entire order amount will be refunded. Once your order has been cancelled, it will take 8-10 working days to process the refund into your bank account or the mode of payment used by you while making the purchase. Please note that, working days does not include Saturdays, Sundays and other bank holidays.

In case of any change in syllabus, the new and updated edition of the Printed book will have to be purchased by the user again by making the payment according the price changes if any.

For E Books/ Digital Content

Prices are displayed with the applicable Item. Prices and availability of all items are subject to change at any time. We reserve the right to discontinue or suspend the provision of any item at any time. In the event of a conflict between the prices displayed for any item, the price shown in the billing at the time you check out, will be the price charged to you.

Estimated Delivery Time

E Book/ Digital Content will be available to the user within 24-48 hours after we have received the payment. The payment process usually takes 2-3 days for verification.

Return Policy

We will not be able to cancel orders that have already been processed and provided by us. We have the full right to decide whether an order has been processed or not. The customer agrees not to dispute the decision made by us and accept our decision regarding the cancellation & non-payment.

In case of any change in syllabus, the new and updated edition of the E book will have to be purchased by the user again by making the payment according the price changes if any.

Duration

The E book will be available to the user for a period of 1 year from the date of purchase.