

Terms & Conditions

30 day money back guarantee



With Swoop's 30 day satisfaction guarantee you can connect our Fixed Wireless service and start enjoying better internet today without the thought of buyer's remorse.

Overview

If you are not completely satisfied with your Swoop Fixed Wireless service or the level of service in connecting your Fixed Wireless service within the first 30 days of activation. Let us know why you are unhappy with your service, and we will refund your first month's plan fee. The request must be made within 30 days of your service being connected.

Making a claim

To make a claim for a full refund, please simply call our friendly support team on 1300 66 55 75 within 30 days of your service being connected and prior to you switching to another provider and/or connecting a different internet technology at your residence or business.

If you cancel your service prior to contacting Swoop and you are within this claim period, you will forfeit your rights towards a refund.

Eligibility criteria

- 1) Available for all PTMP Fixed Wireless services on Swoop network (Excludes Enterprise Fixed Wireless and nbn®)
- 2) New customer to Swoop
- 3) Have not made a claim in the last 12 months
- 4) Must provide the opportunity for Swoop to rectify the situation prior to cancelling the service

What will be refunded

- 1) Monthly plan fee
- 2) Modem charge will be refunded upon return of the device in 'as new' condition, complete with everything that was originally supplied, including the box, cables and documentation, within 10 days of making the claim (if applicable). Customers are to return the modem at their own expense. If the device is damaged, marked or incomplete it is not eligible for a refund.
- 3) Refund will be applied to the account in which payment has been made
- 4) Standard installation fees will be waived
- 5) The below items will not be refunded
 - a) Additional cabling/installation costs
 - b) Additional usage charges/other services
 - c) Any items not included within standard Fixed Wireless plan offering and/or installation process
- 6) Any on-premises equipment will be collected at our discretion

This offer is subject to change without notice and may cease at any time.