

ECB Association of Cricket Officials Shop

Returns Procedure

In the event that you may need to return any item supplied by the ECB Association of Cricket Officials Shop please follow the procedures set out below:

1. Complete the Returns Form on the reverse side of this document giving as much information as possible. Please note exchanges are subject to a £6.50 postage & handling charge so ensure that you complete your payment details if you are requesting an exchange.
2. Pack the item(s) securely complete with the Returns Form inside making sure the item(s) are in its original packaging if an exchange item (make yourself a copy of the Returns Form for future reference).
3. Address your package to: ECB ACO Returns Dept, C/O Duncan Fearnley Cricket Sales Ltd, Unit 10 Sherriff Street, Worcester WR4 9AB.
4. Return your package(s) postage paid via your local post office or national courier parcel service, such as Interlink Express. It is advised that you send any parcel(s) recorded delivery so that you are able to trace the parcel(s) if needs be.
5. On receipt of your parcel(s) ECB ACO Shop's Returns Dept will deal with your return within 28 days.
6. In the event that an exchange or replacement is required immediately it is advised that a new order is placed with the sales office for what is required and that your return should request a Refund stating in the reasons that a new order has been placed separately.
7. Please note postage refunds will only be granted for returns where products are deemed to be faulty or where the ECB ACO Shop has sent incorrect products. Postage refunds will be given up to a maximum value of 1st Class Registered Post or Parcel Post.

If you have any further queries please contact the ECBCA Shop for advice before returning your item(s).

Returns Dept

ECB Association of Cricket Officials Shop

t 01905 743384

f 01905 724518

e sales@ecbacoshop.co.uk

w ecbacoshop.co.uk

