

CUSTOMER RETURNS FORM

Order #

You may return faulty or defective goods to us within 28 days of purchase for a refund or exchange, provided that the products are returned to us in their original condition including all of the original packaging, wrapping and swing tickets.

FREE EXCHANGES

Surrey Cricket Club Store offer a FREE exchange service. To exchange your goods for a different size, colour or item simply fill in the Returns Form below and send the goods back to us. We will then re-send the replacement item(s) back to you on standard delivery service at no extra cost.

3 EASY STEPS FOR RETURNING YOUR ITEM(S) TO US:

- Fill in the returns form below.
- Repackage the item(s) securely and enclose the completed returns form.
- Attach the returns label to your parcel and return the parcel to us at the address shown. **Please note this is not a pre-paid service.**

PLEASE NOTE: We cannot accept returns of bespoke or personalised items which have been printed or embroidered with a club badge, initials or names. When returning an item for an exchange or refund we do not reimburse the return postage charge.

Surrey Cricket Club Store cannot accept responsibility for any goods lost in transit. We recommend using a recorded service for greater security and assurance.

Surrey Cricket Club Store: 01565 745512 Weekdays 9:30am - 5pm / customerservices@surreyccricketshop.com

RETURNS FORM: Please fill in this form if you would like to return any item(s)

Please note: Refunds are automatically credited back to the original payment method

Code	Description	Size	Reason for return	Qty	Price	Action (please tick)
						Exchange <input type="checkbox"/> Refund <input type="checkbox"/>

If items are being returned due to a fault, please give full details and location of the fault in the space below:

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EXCHANGES: If exchanging items, please list below the replacement items

Code	Description	Size	Qty	Price
Sub Total				
Standard delivery				FREE
Total				

RETURNS ENQUIRIES: If you have any queries regarding your return, please call 01565 745512 Weekdays 9:30am - 5pm for Surrey Cricket Club Store.

PAYMENT ENQUIRIES: If any extra is owed for the exchange item(s) or express delivery, please enclose a cheque made payable to Surrey Cricket Club Store. Alternatively please provide a contact number below so that we may call you and take any additional payment required over the phone

Contact Phone Number (Mon - Fri Between 9am - 5pm): _____

**Surrey Cricket Club Store
Northgame House, Haig Road
Parkgate Industrial Estate
Knutsford
Cheshire
WA16 8DX**

Order Number: _____

Return Address: _____