

ECB Coaches Association Shop

Returns Procedure

In the event that you may need to return any item supplied by the ECB Coaches Association 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 and the net value is positive.
2. Pack the item(s) securely with the completed Returns Form inside the package making sure the item(s) are in its original packaging if the item(s) are an exchange item otherwise there may be a further handling charge (make a copy of the Returns Form for yourself for future reference).
3. Address your package to: ECB CA 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 as we will not be liable for any lost parcels returned to us.
5. On receipt of your parcel(s) the 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 CA Shop has sent incorrect products. Postage refunds will only be given up to a maximum value of Royal Mail's 1st Class Registered Post or Parcel Post. Goods returned at a higher rate will be at the cost of the returner.

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

Returns Dept
ECB Coaches Association Shop

t 0870 850 2814

f 01905 724518

e returns@ecbcashop.co.uk

w ecbcashop.co.uk

