



online shopping at www.fearnleycricket.co.uk

Returns Procedure

In the event that you may need to return any item supplied by the Fearnley Factory 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: 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) 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 Fearnley Factory 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 Fearnley Factory Shop for advice before returning your item(s).

Returns Dept
Fearnley Factory Shop

t 01905 743380

f 01905 724518

e returns@fearnleycricket.co.uk

w fearnleycricket.co.uk

