



Returns Procedure

In the event that you may need to return any item supplied by Coachingkit.co.uk please follow the procedures set out below:

1. All items that you wish to return should be notified to Coachingkit.co.uk in writing within 7 days of receipt of the goods excluding weekends and bank/public holidays. By completing this form and posting your return goods within 7 days of receipt is sufficient for notification purposes. Any goods returned outside of this 7 day period will be processed at the discretion of Coachingkit.co.uk.
Any products personalised with iD-Me are non-returnable.
2. All items notified to be returned should be returned to Returns Dept, Coachingkit.co.uk, C/O Duncan Fearnley Cricket Sales Ltd, Unit 4 Lowesmoor Wharf, Lowesmoor, Worcester WR1 2RS within a reasonable time of notification.
3. Complete the Returns Form on the reverse side of this document and where possible giving as much information as possible (make yourself a copy of the Returns Form for future reference).
4. Pack the item(s) securely complete with the Returns Form enclosed ensuring reasonable care is taken with all the item(s) and where possible include the original packaging and labels.
5. The cost of any Return is at the responsibility of the buyer. It is recommended any package is sent via your local post office plus it is advised that you send any parcel(s) recorded Signed For® so that you are able to trace the parcel(s) if needed.
6. Refunds and exchanges will be processed within 30 days of notification.
7. 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.
8. Please note return postage costs are only be refunded for returns where products are deemed to be faulty or where Coachingkit.co.uk has sent incorrect products. Postage refunds will be given up to a maximum value of Royal Mail's 1st Class Signed For® Mail or Parcel Post. Any additional costs incurred for premium services will be at the cost of the buyer.

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

Returns Dept, Coachingkit.co.uk

t 01905 743390 | e returns@coachingkit.co.uk | w coachingkit.co.uk



PRODUCT RETURNS FORM

<u>Name</u>	<u>DATE RETURNED</u>
<u>Address</u>	<u>ACCOUNT No</u>
	<u>ORIGINAL INV No.</u>
	<u>DELIVERY REF No.</u>
	<u>WEB ORDER No.</u>
<u>Post Code</u>	

[illegible]

Email

Please Tick as Appropriate

OTHER

Specify

Exchange	Refund	Replacement	OTHER

ITEMS RETURNED (ignore last 2 digits of code)										(DF USE ONLY)	RETURNS ORDER No				
CODE No										DESCRIPTION	COLOUR	SIZE	QTY	UNIT PRICE	TOTAL VALUE
															£
															£
															£
															£
															£
															£
															£
															£
										RETURNABLE VALUE					£

EXCHANGE/REPLACEMENT ITEMS REQUIRED													(DF USE ONLY)	NEW ORDER No				
CODE No													DESCRIPTION	COLOUR	SIZE	QTY	UNIT PRICE	TOTAL VALUE
																	£	
																	£	
																	£	
																	£	
																	£	
																	£	
																	£	
																	£	
													NEW CHARGEABLE VALUE				£	

Net Charge/(Refund) Amount £

Reason for Return & Comments:

RETURNS DEPT, COACHINGKIT.CO.UK
DUNCAN FEARNLEY CRICKET SALES LTD. UNIT 4 LOWESMOOR, LOWESMOOR, WORCESTER WR1 2RS
