

## ECB ACO Shop Returns Procedure

1. All items that you wish to return should be notified to Duncan Fearnley Cricket Sales Ltd, trading as ECB ACO Shop 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 ECB ACO Shop. Any products personalised with *iD-Me* are non-returnable.
2. All items notified to be returned should be returned to Returns Dept, DF Distribution Centre, Foxfield Farm, The Hundred, Middleton on the Hill, HR6 0HZ 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 also 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 the ECB ACO Shop has sent incorrect products. Postage refunds will be given up to a maximum value of Royal Mail's 1<sup>st</sup> 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 ECB ACO Shop for advice before returning your item(s).

Returns Dept, ECB ACO Shop

**t** 01905 743384 | **e** returns@ecbacoshop.co.uk | **w** ecbacoshop.co.uk



# PRODUCT RETURNS FORM

Name \_\_\_\_\_

Address

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Post Code \_\_\_\_\_

DATE RETURNED \_\_\_\_\_

MEMBERSHIP No \_\_\_\_\_

ACCOUNT No \_\_\_\_\_

ORIGINAL INV No. \_\_\_\_\_

DELIVERY REF No. \_\_\_\_\_

WEB ORDER No. \_\_\_\_\_

Daytime Tel No \_\_\_\_\_ Email \_\_\_\_\_

Requested Action: Please Tick as Appropriate

Exchange	Refund	Replacement	OTHER	<u>Specify</u>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	_____

<u>ITEMS RETURNED</u> (ignore last 2 digits of code)										(ACO SHOP USE ONLY)	<b>RETURNS ORDER No</b>				
PRODUCT CODE No										PRODUCT DESCRIPTION	COLOUR	SIZE	QTY	UNIT PRICE	TOTAL VALUE
														£	
														£	
														£	
														£	
														£	
														£	
														£	
														£	
														£	
<b>RETURABLE VALUE</b>														£	

<u>EXCHANGE/REPLACEMENT ITEMS REQUIRED</u>										(ACO SHOP USE ONLY)	<b>NEW ORDER No</b>				
PRODUCT CODE No										PRODUCT DESCRIPTION	COLOUR	SIZE	QTY	UNIT PRICE	TOTAL VALUE
														£	
														£	
														£	
														£	
														£	
														£	
														£	
														£	
														£	
<b>NEW ORDER VALUE</b>														£	

**Net Charge/(Refund) Amount** £

Reason for Return & Comments:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

RETURN ADDRESS: FOXFIELD FARM, THE HUNDRED, MIDDLETON ON THE HILL, LEOMINSTER HR6 0HZ

SIGNED: \_\_\_\_\_ DATE: \_\_\_\_\_