

## Return & Exchange Policy

Thank you for shopping with us. We take pride in offering high-quality cricket equipment and strive to ensure your satisfaction with every purchase. Please read our return policy carefully before buying.

### 1. General Policy

- Returns are accepted **only for unused items** in their **original packaging** with **proof of purchase** (receipt or invoice).
  - Requests for return or exchange must be made within **7 days of receiving your order**.
  - Due to the nature of cricket equipment, certain products **cannot be returned or exchanged once used**.
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### 2. Non-Returnable Items

#### Cricket Bats

- All cricket bats are made from natural **English Willow**, and each bat will vary in grain structure, performance, and appearance.
- Once a bat has been **used, knocked-in, oiled, or played with**, it **cannot be returned or exchanged**.
- All our bats are not match ready and it's the **responsibility of the player** to knock, oil and make sure its prepared for their matches.
- Please ensure you are satisfied with the **weight, balance, and feel** before using the bat.
- Cricket Bats are made of wood, wear and tear is normal on cricket bats. If you bought from the website on the website prices you will receive 2 refurbs per year for 2 years. If you are an ambassador or bought through an agent at a lower cost you will have to cover refurbs and rehandles at your own cost.

#### Protective Gear (Pads, Gloves, Thigh Guards, etc.)

- For **hygiene and safety reasons**, once protective gear has been **worn or used**, it **cannot be returned or exchanged**.
  - These items are typically made from **leather, foam, and synthetic materials**, which can be affected by body contact and cannot be resold once used.
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### 3. Defective or Damaged Products

- If an item arrives **damaged or defective**, please contact us within **48 hours of delivery** with clear photos and a description of the issue.
  - Our team will review your claim and, if applicable, arrange for a **repair, replacement, or credit** at our discretion.
  - Please note: **Manufacturing defects** do **not** include damage caused by misuse, neglect, poor preparation (such as not knocking-in a bat properly), or normal wear and tear.
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### 4. Refunds

- Approved refunds will be issued to the **original payment method** within **7–10 business days** once the returned item has been inspected and approved.
- Shipping costs are **non-refundable**, unless the return is due to a confirmed manufacturing fault or error on our part.