

Returns & Refunds Policy

Canonical: <https://directory.cricketforall.com.au/policies/returns-refunds-policy/>

Details:

Our Returns and Refunds Policy is designed to ensure a seamless and satisfactory experience for our valued customers. This document outlines the guidelines and procedures you need to follow to return a product, request a refund, or exchange an item. Please read the entire policy carefully to understand your rights and obligations.

****Return Eligibility and Time Window****

We allow returns on most items within a 60-day window from the date of purchase. To be eligible for a return, the item must be in its original condition, meaning it should be unopened and in its original packaging. A proof of purchase, such as a receipt or order confirmation email, is required to process any return. This helps us verify your purchase and ensure a smooth transaction.

****Refund Methods and Processing Timeline****

Upon approval of your return, refunds will be issued through the method of your original payment or as store credit, depending on your preference. Please note that the processing time for refunds can vary. Generally, refunds are processed within 7-10 business days from the date we receive your returned item. Store credit will be available immediately upon approval of your return, allowing you to make a new purchase without delay.

****Exclusions and Shipping Responsibilities****

Certain items are non-returnable and will be clearly marked at the time of purchase. These typically include custom-made products, personal care items, and perishable goods. If an item is deemed non-returnable, it will not qualify for a refund or exchange. In the event of a return, the seller will bear the cost of return shipping, making it a hassle-free process for you.

****Item Conditions and Eligibility Exceptions****

While we strive to provide the best quality products, we understand that issues may arise. Items that are defective or incorrect upon delivery qualify for a return, exchange, or refund, even if they have been opened. We ask that you report such issues within a reasonable timeframe to ensure prompt resolution. In cases where an item is defective or incorrect, please contact our customer service team, who will guide you through the return process and ensure the seller covers the shipping costs.

****Refunds, Exchanges, and Processing Timeline****

In addition to refunds to your original payment method, we offer store credit and exchanges to provide flexibility in how you choose to resolve your return. If you opt for an exchange, we will expedite the process once we receive the returned item. Store credit is another convenient option, allowing you to select a new item from our extensive inventory without waiting for a refund to process.

****Steps to Initiate a Return or Refund****

1. ****Verify Eligibility****: Ensure your item meets the eligibility criteria and is within the 60-day return window.
2. ****Prepare Your Item****: Make sure your item is in its original packaging and condition, unless it is defective or incorrect.
3. ****Contact Customer Service****: Reach out to our customer service team with your proof of purchase to initiate the return process.
4. ****Ship Your Item****: Follow the instructions provided by our team to return the item, keeping in mind that the seller will cover the shipping costs.
- 5.

****Receive Your Refund or Exchange****: Once your return is processed, you will receive a refund, store credit, or exchange as per your choice.

We are committed to providing you with a satisfying shopping experience. Should you have any questions or require further assistance, please do not hesitate to contact our customer service team. Thank you for choosing us, and we look forward to serving you again in the future.