

Lord's Online Store Return / Exchange Form



MCC wants you to feel confident about shopping with it and be satisfied with your purchase. You may return any unwanted products, including any incorrect, faulty or damaged products, within 28 days to receive a full refund or replacement (exclusions apply see below), on condition that the product is in an unused, saleable condition and in its original, undamaged packaging.

With the exception of faulty or misdescribed products, and taking into account your statutory rights, please note the following products are unable to be returned or exchanged:

1. underwear, swimwear and nightwear; and
2. any personalised or bespoke orders.

I/we hereby give notice that I/we cancel my/our contract of sale of the following product/s

Order Number: Today's Date:

Full Name: Phone Number:

Delivery Address:

.....

Email address:

REASON CODE					
1	Looks different to the image	4	Arrived too late	7	Incorrect items received
2	Ordered more than one size	5	Doesn't suit me	8	Faulty
3	Doesn't fit me	6	Changed my mind	9	Other

RETURNING ITEM	SIZE	COLOUR	QUANTITY	EXCHANGE ITEM	SIZE	COLOUR	QUANTITY	REFUND ITEM	REASON CODE
Wool short-sleeved cricket t-shirt	L	White	1	Wool short-sleeved cricket t-shirt	XL	White	1	n/a	3

ADDITIONAL COMMENTS: *i.e. Details of any fault or issue*

HOW TO RETURN YOUR ORDER:

1. Wrap the product(s) securely in the original packaging
2. Complete and enclose this Form
3. Ensure you include your original dispatch note with your return.
4. Please return your products to the address below:
Lord's Shop, Marylebone Cricket Club, Lord's Ground, London NW8 8QN

For your protection, MCC recommends that you use a tracked delivery service as it cannot be held responsible for products not received. MCC will process any exchange or refunds due to you as soon as possible, but please allow up to 28 days from the day MCC confirms via email your entitlement to a refund. Any refunds will be made using the original payment method.

Please be aware that you will not be entitled to a refund where products are returned to MCC in an unacceptable or used condition, as determined by MCC in its reasonable opinion. If you would like further information on MCC's Returns Policy, please visit www.store.lords.org or email lordsshop@mcc.org.uk