

# WARRANTY POLICY?

## (CRICKET BATS)

All our cricket bats sold by KT SPORTS NZ comes with **ONLY** bat handle warranty for 3 months from the date of purchase. If the handle breaks we will get it fixed. No other part of the bat is covered under warranty due to many factors like fault play, yorker damage, misuse, wear and tear, moisture issues, wrong ball selection. As every willow is different and every player has their own style of playing shots it's very hard to assess and there is no strict guide to it.

If a customer experiences any issues within 3 months of bat purchase date in regards to the handle **ONLY** then please call or email us to discuss, our return team may ask customer to hand in the bat for a warranty assessment, also proof of purchase needs to be supplied by the customer. If this cannot be provided, KT SPORTS NZ does have the right to turn down the claim. It can take up to 15 business days for the bat to be assessed/repaired in conjunction with the supplier/manufacturer.

We will try our very best to help our customers wherever possible.

## (ALL OTHER CRICKET GEAR)

All our other cricket gear sold by KT SPORTS NZ comes with a 1 month warranty from the date of purchase.

Our **1-month warranty** covers manufacturing defects. It does not cover normal wear and tear or if misused.

# SHIPPING POLICY

When will my order be shipped? Your order will be shipped within 1-2 working days.

What is the shipping cost? We charge standard \$10 shipping fees, also we offer free shipping over \$79 across New Zealand.

## DELIVERY POLICY

What courier provider do you use? We use multiple courier services, once an order is shipped all courier details will be emailed to the customer.

What if there is an issue with my courier? Please email or call us and we will contact the courier service provider.

## REFUND/EXCHANGE POLICY

All refund and exchanges must follow to the guidelines below

Customer needs to email us at [ktsportsnz@gmail.com](mailto:ktsportsnz@gmail.com) or call on 0212782231

In regards to refund/exchange, customers need to send the product or products to us in the same brand new condition that they received it with all original tags within 5 days of purchase date and we'll exchange or refund the product. If a product has been used then there is no refund/exchange unless our product is faulty.

Our team will access once the item has arrived back to us and will inform the customer via email once received with an outcome. We will inspect the product to ensure they are in their original condition with all tags attached.

Once our team is satisfied then refund/exchange will take place within 3 working days and customers will be notified via email.

Please note that its customer responsibility to send your return via a courier service with tracking code facility otherwise it may not reach us. Also we will send the courier with a tracking code facility to our customers. This is just to ensure that item doesn't get misplaced in transit.

## CANCELLATION POLICY

We aim to process and ship your gear as quickly as possible if you need to cancel your order please review the following terms

1. Before shipment - You may cancel your order for a full refund within 12 hours of purchase or until the order status changes to "shipped".

2. After shipment - Once an order has been dispatched, it cannot be cancelled if you no longer want the item you must wait for it to arrive and then initiate a return under our returns/exchange policy, (please note that original shipping fees are non refundable and customer needs to pay shipping fees for the return under the case of cancellation). Once our team processes this, a refund will be initiated within 3 working days.
3. If any issues please email or call us

## PAYMENT POLICY

You can pay using cash, bank transfer or use your Debit card, Visa and Mastercard.