

# Salix Bat Return Form



In order for us to process your bat as quickly as possible, please print and complete this form. Please wrap the bat to protect it in transit in bubble wrap or other packaging, but please avoid sending bat covers if possible. The bat and form need to be sent back to our address below - we recommend 'myhermes.co.uk' which is very reasonable and trackable:

**Salix Cricket Bat Co. Ltd, Butlers Farm, Horseshoes Lane, Langley, Maidstone ME17 3JY**

If you feel that your bat needs attention but would like advice before sending it in to us, then please feel free to email photographs of the bat and we will give as much advice as possible. We respond to emails as quickly as we can, but would advise phoning with any urgent query which has not been answered in the guidance notes here or on the website.

Once received, the bat will be assessed carefully and booked in to our workshop, generally within 2 working days. Our advice note will be emailed or posted to you confirming the work, with most repairs being completed in 10-15 working days.

Normally repairs within the first year will be free of charge, but cosmetic refurbishments would incur a charge; after the first year, repairs are generally chargeable. These details will be confirmed on the booking in slip.

If the bat needs to be fully stripped down and requires relabelling then we will relabel with the closest equivalent to the original labels. Non Salix bats are normally finished without labels as we will not usually apply Salix labels to bats we have not made ourselves.

For any other queries please see the website which has further guidance notes, consult your retailer or call the workshop on 01622 863380. Many thanks.

## BAT DETAILS

Bat: ..... Date purchased: .....

Stockist: ..... *\* please enclose proof of purchase \**  
(essential for any claim under warranty)

Concern/query: .....  
.....  
.....

Make of ball used when damage occurred: .....

Special requests: .....  
.....  
.....

## YOUR CONTACT DETAILS

*we dispatch all parcels by DPD Local; deliveries are weekdays only, but you should receive a text or email with a delivery window and tracking information.*

Name: .....

Address: .....

Town: .....

Postcode: .....

Tel: .....

Mobile: .....

Email: .....

Delivery address (if different):

Name: .....

Address: .....

Town: .....

Postcode: .....

Tel: .....