

Salix Returns Form *(bats*)*



In order for us to process your bat as quickly as possible, please print, complete and enclose this form with your bat. We recommend wrapping the bat well to protect it in transit, but please do not send it in a bat cover, as we cannot guarantee its return. The bat and form need to be sent back to our workshops:

[Salix Cricket Bats, Butlers Farm, Horseshoes Lane, Langley, Maidstone ME17 3JY](#)

We also recommend a trackable service to safeguard the bat, as we cannot be held responsible for any bats which do not reach us, or loss/damage in transit.

If you feel that your bat needs attention but would like advice before sending, then please feel free to email photographs of the bat and we will give as much advance guidance 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 notes here or on the website.

The bat will be assessed carefully on receipt, and booked into our workshop, generally within 2 working days. Our advice note will be emailed to you confirming the work, with most repairs being completed in 10-15 working days from acceptance.

Any bats returned are assessed very carefully by Salix - the way in which we manufacture means that the same craftsmen who make the bats also assess and repair them. This ensures that assessments are made by people who truly understand the product and that any repair work is of the highest quality; returned bats go back through the same production processes as new bats.

Please see the notes below for further useful guidance on bat returns, as well as our 'Bat Care' and 'Returns & Warranty' sections on the website.

In essence, we assess each bat individually based on its age, condition, how it has been prepared and maintained, and of course the nature of the damage. Our aim is to help and to maximise the lifespan of your bat.

Notes on assessment:

In accordance with the laws of the game, Salix bats are made from wood (cricket bat willow) which is a natural raw material. It is therefore essential that bats are prepared and maintained in accordance with our recommendations and that any damage is addressed immediately. The bats are very labour intensive and very rarely fail due to manufacturing flaws. More often damage is accidental - due to wear and tear, tapping at the wicket, poor quality (hard) cricket balls, artificial surfaces, failure to prepare and/or maintain bats properly, high usage or just sheer bad luck. The bats are pressed to ensure excellent performance, but not to withstand any punishment and all cricket bat willow will show wear and tear in use.

Where a bat has sustained extreme damage inflicted by the player, and there is no material flaw in the bat or the timber, repair work will be chargeable. When a bat is beyond repair it may be replaced either fully or partially, depending on the age and the usage. We reserve the right to charge for replacements within the first 12 months when the bat has been poorly treated by the owner, or left until beyond repair instead of seeking timely advice and repair.

'Tapping' is a term which covers repeated tapping of the bat's toe at the wicket when taking guard. This causes the fibres to be compressed by the constant impact on the wicket until they pop out, causing horizontal cracks. Tapping like this with any bat will cause similar damage and needs to be avoided by stopping completely, or at least tapping against shoes/boots to stop pressure on the toe. Once a toe has been damaged in this way, it should be repaired immediately as once these fibres have opened at the toe, the bat can draw up moisture and eventually will delaminate the face as well as toe.

All repaired bats, whether Salix or another brand, will be returned with a single grip fitted, protective materials (eg anti-scuff, tape etc) as necessary and Salix labelling at our discretion; our aim is to give the best possible result in terms of longevity and finish.

We manufacture the bats very carefully to provide the highest levels of performance and durability, but we are dependent on you the owner and player to continue our work by preparing, protecting and maintaining the bat within the confines of the modern game. For any queries, please feel free to call or email and we will do our very best to help.

Please note that any information (data) sent to us in this form, or any other correspondence, is used solely by us as necessary and kept securely in accordance with our Privacy Policy as shown on our website.

**for damage/repair/warranty queries on non-bat items (eg bags, gloves etc), please refer to our mail order terms and conditions and/or contact us directly so that we can help and advise. Thank you.*

BAT DETAILS

Bat: Date purchased:

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

Concern/query:

Circumstances of damage & ball make:

Special requests:

YOUR CONTACT DETAILS

Name: Name:
*Delivery address, if different
(weekday delivery by DPD)*

Address: Address:

Town: Town:

Postcode: Postcode:

Tel: Tel:

Mobile: Mobile:

Email: Email: