



## Woolworths Cricket Blast Online Store Equipment Entitlement and Returns Policy for Credited Equipment

1. Cricket Australia understands that there are circumstances which require you to seek a refund or return items that you have purchased.
2. This document relates to equipment purchased with registration credits allocated by Cricket Australia and to free equipment allocated to newly registered Cricket centres.
3. Other than to the extent required by Applicable Law (including the *Competition and Consumer Act 2010* (Cth)), this document and the Standard Returns Policy are the only circumstances in which a you may be eligible for a refund for any items purchased through the Online Store.
4. All refunds are subject to the terms of this policy and the Standard Refund Policy.

### When is my Centre entitled to free equipment or credits?

CENTRE	TYPE	EQUIPMENT AND CREDITS	EXCEPTIONS
Junior Blaster	New	<ul style="list-style-type: none"> <li>• Equipment Starter Pack is free – purchase on the Online Store through centre management</li> <li>• \$5 credit for each participant over and above 32 participants (33 onwards)</li> </ul>	<ul style="list-style-type: none"> <li>• If a Centre ran a Master Blaster Program in the previous calendar year OR where a Centre registered for the Junior Blaster Program in the previous contract year but did not run the program (i.e. there were no participants registered in MYCRICKET) the Centre will need to contact the Woolworths Cricket Blast Customer Support team at <a href="mailto:cricketblast@cricket.com.au">cricketblast@cricket.com.au</a> to place an order</li> </ul>
	Returning	<ul style="list-style-type: none"> <li>• Purchase items as needed through the Online Store</li> <li>• \$5 credit for each participant registered</li> </ul>	<ul style="list-style-type: none"> <li>• A Centre is only entitled to redeem its free Equipment Starter Pack in the year in which it registers for the Junior Blaster Program. If a Centre does not redeem its free Equipment Starter Pack in the year in which it first registered for the Junior Blaster Program, it will not be subsequently entitled to a free Equipment Starter Pack and must purchase items as needed through the Online Store. The Centre will still earn \$5 credit for each participant registered.</li> </ul>
Master Blaster	New	<ul style="list-style-type: none"> <li>• Equipment Starter Pack is free – order through your State and Territory Cricket Manager</li> <li>• \$5 credit for each participant over and above 32 participants (33 onwards)</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
	Returning	<ul style="list-style-type: none"> <li>• Purchase items as needed through the Online Store</li> <li>• \$5 credit for each participant registered</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

### When will you be eligible for a refund?

5. Centres will not be entitled to refunds for equipment acquired for free or for equipment or any other items purchased from the Online Store using participant credits except in the event of a manufacturing fault. Returns or refunds for change of mind (including errors in ordering of stock volumes), will not be permitted.
6. In the event if a manufacturing fault in an item, please contact the Woolworths Cricket Blast Customer Support team at [cricketblast@cricket.com.au](mailto:cricketblast@cricket.com.au)
7. If there is a problem with your order due to a technical error with the Online Store, or you believe you have been provided with an incorrect item, please contact the Woolworths Cricket Blast Customer Support team at [cricketblast@cricket.com.au](mailto:cricketblast@cricket.com.au).

### Conditions of refund

1. Refunds must be requested by 1 April each year in respect of the preceding cricket season (e.g. 1 April 2020 for the 2019/20 cricket season). Registrants will not be entitled to any refunds after this date.
2. Cricket Australia will not be required to refund any fees or charges paid in addition to the actual purchase price of the items purchased through the Online Store (for example, any service/delivery fee, merchant charges or other foreign exchange charges). No interest or costs will be payable in respect of any monies refunded.

3. Cricket Australia will not be liable for any associated costs, expenses or loss (including, without limitation, any indirect and/or consequential loss).
4. Cricket Australia shall not have any responsibility for charges incurred by you from your bank (or any other third party charges).
5. Cricket Australia reserves the right to make amendments to this policy from time to time at its sole discretion and without notice. All refunds will be determined in accordance with the policies in place at the time of your purchase.
6. In circumstances where a Centre purchases items with a credit card when holding credits, Cricket Australia will not provide a credit card refund to facilitate the subsequent purchase of the same items with credits. It is the Centre's responsibility to be aware of credits it holds and use them as applicable.

#### **How do I apply for a refund?**

7. To request a refund, please email the Woolworths Cricket Blast Customer Support team [cricketblast@cricket.com.au](mailto:cricketblast@cricket.com.au), including the following information:
  - (a) Name of Club/Centre
  - (b) State
  - (c) Program type (Junior Blasters or Master Blasters)
  - (d) Reason for refund request
8. Following approval of the refund request, refunds will be processed within 5 business days.
9. If you are entitled to a refund under this policy or the Standard Returns Policy, your monies will be automatically refunded to the credit or debit card (as applicable) used to make the purchase.

#### **Definitions**

All capitalised terms in this Woolworths Cricket Blast Refund Policy shall have the following meanings:

**Applicable Law** means the law (including consumer protection legislation) applying in the state or territory (as applicable) in which the Program takes place;

**Centre** means the local club/centre which is responsible for running the Program in which the Participant is enrolled;

**Equipment Starter Pack** includes the following contents:

- 1x kit bag w/wheels
- 1x mesh duffle backpack
- 5x size 2 plastic bats
- 3x size 3 plastic bats
- 32x red rubber balls
- 8x scorcher balls
- 8x stump sets
- 4x ropes
- 8x grey marker cones and 48x coloured marker cones (colours determined by your state/post code)

**Online Store** means <https://shop.cricketblast.com.au/>

**Program** means the Woolworths Cricket Blast Program, the national entry level cricket program run under the auspices of Cricket Australia, which includes a program for 5 – 10 year olds, aimed at attracting participants to the game of cricket and developing their cricket skills, which includes both the Junior Blasters and Master Blasters programs.

**Standard Refund Policy** means the policy available at <https://shop.cricketblast.com.au/returnpolicy> which relates to purchases made otherwise than by credit or otherwise provided for free.