



Frequently Asked Questions

1. What are the opening times for CMR Cricket?

We are open for business throughout the week at the following times
9 a.m. to 5 p.m. (Mon – Fri)

2. How do I contact CMR Cricket Customer Services?

You can contact our friendly Customer Services team via email to info.cmrcricket@gmail.com – use this email for any Customer Services or general queries that you may have.

3. What payment methods does CMR Cricket accept?

Currently we accept payment by all major debit cards/credit cards.

4. How do I place an order online?

To purchase from the CMR Cricket online shop. Simply browse through our range of cricket gear on our easy to use website. When you see something that you would like to purchase from CMR Cricket, select the appropriate specification, size and quantity then click the 'Add to Basket' button. This will save what you have selected while you continue to shop. When you have added all the items you wish to purchase, click on the 'checkout' button at the top of the page. You should then verify that the items in your basket are correct. If you are ready to buy you will need to enter your billing and delivery details, and finally your payment details.

Once this process is complete you will receive an email confirming the details of your order.

5. Do the prices on CMR Cricket include VAT?

Yes, the prices include VAT

6. What is the delivery cost for orders in the UK?

Delivery cost is £6.99 for orders up to £300.00 and £4.99 for orders above £300.00. These costs apply for the UK mainland only.

7. What are the delivery costs for European/international orders?

At present, we don't specifically offer delivery abroad.

8. How long will delivery take?

Most orders are dispatched within 2 - 5 Days. If we do not have an item in stock, we will inform you of the expected delivery date. We will also attempt to keep you updated with an eta throughout the process.

9. Which couriers do you use?

We use Royal Mail, Parcel Force, DPD and UPS.

10. Can you deliver to an alternate address?

Yes, we can deliver to an alternate address for your ease, but please email Customer Services as soon as the order is made. If we don't hear before close of business that same day, we will assume to send to address as listed.

11. What happens if no one is at the delivery address when you try to deliver?

If no one is at the delivery address when our carrier tries to deliver your order, the carrier will leave notification of an attempted delivery. The note will specify if you need to contact the carrier to arrange an alternative delivery date, collect the parcel in person or if they will attempt delivery the following day.

12. How do I cancel my order?

Orders are generally processed within one working day. If you wish to cancel your order before it has been dispatched please contact customer services on the email address given above.

13. How do I return an unwanted item for refund or exchange?

You can return it back to us or bring it back in an unused condition within 14 days. We will be happy to refund your money, excluding postage.

Please email at info.cmrcricket@gmail.com for further information.

14. What to do if I have received an item which is incorrect or damaged?

In the unlikely event that you received an incorrect or damaged item in your order, please email Customer Services at info.cmrcricket@gmail.com as soon as possible.