



The Greatest Game of All

TERMS AND CONDITIONS – CRL ONLINE SHOP

RETURNS

We endeavor to provide a 14 Day money back on exchanges/refunds.

Country Rugby League of NSW strives to provide quality products to customers. If for any reason you are not completely satisfied with any product supplied, please return it to us in original condition within 14 days of receipt and CRL will replace it or refund your purchase price using the original payment method. Our usual returns policy does not apply to personalised products.

HOW TO RETURN:

You can return within 14 days of receipt of order
The items must be in original condition with any labels and swing tags still attached

Please include a copy of the returns form, please click [here](#) to download the online version. Fill in your details and attach it with your returned good(s).
You should allow 14 working days for your return to be dispatched and processed.

WHEN RETURNING ITEMS:

Affix own postage. Please return parcel to:

Address parcels to:
Returns: Country Rugby League of NSW
Locked Bag 5000
PADDINGTON NSW 2021

Note: Unfortunately, postage charges incurred by you on returns or exchanges are not refundable.

PLEASE NOTE:

CRL reserves right to refuse a refund if the product has been worn / not in original condition.



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SHIPPING & DELIVERY

SHIPPING PROCESSES

Shipping is charged at a variable rate – depending on number of AusPost Parcels required (see below).
Delivery times will differ depending on your location. Please note the delivery times are calculated on business days (generally Monday - Friday except holidays).
If you still have questions after reading the following, please contact us shop@crlnsw.com.au

HOW LONG WILL IT TAKE ME TO RECEIVE MY ORDER?

We use every endeavour to ensure that your order from the CRL Online Shop is delivered to you in 5 working days after we have dispatched it to addresses in Australia.

CAN I HAVE MY ORDER DELIVERED TO A DIFFERENT ADDRESS FROM MY BILLING ADDRESS?

Yes. Simply add an additional address during checkout.

DO YOU SHIP OVERSEAS?

Unfortunately not at this time. Please contact shop@crlnsw.com.au if you need to make an enquiry.

MISSING ITEMS

The CRL Online Shop will resend any order that is lost or damaged during posting, free of charge. If your parcel is not delivered to you within 20 business days you can contact us at shop@crlnsw.com.au to lodge an investigation.
If a replacement item is sold out or unavailable – CRL Online Shop will provide a refund.

POSTAGE DELIVERY TIMES

Please note that these are indicative figures only and are based on business days.

Local Australia

Destination	Australia Post
Residential addresses	2 - 5 days
Rural addresses	3 - 5 days
Interstate	3 - 5 days

APPROXIMATE POSTAGE DELIVERY COSTS

Local Australia

Size of Parcel

Size of Parcel	Cost	Indicative items for each satchel
Up to 500g prepaid satchel	\$8	Training TShirts, Shorts, Polos etc – 1 satchel per 3 items Jackets/Hoodies/Tracksuits – 1 satchel per item
Up to 3kg prepaid satchel	\$13	Supporter Scarves/Caps – 1 satchel per 3 items

Country Rugby League of NSW

Rugby League Central, Driver Avenue
Moore Park NSW 2021

Locked Bag 5000
Paddington NSW 2021

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