



NRL TRADING CARDS

Replacement Procedure

1. The collector needs to register with ESP that they have received a damaged/error card in their pack and wish it to have it replaced. This can be done via email to consumerproducts@elitesports.com.au. We need the full name, address and a photo or scanned image of the card.
 2. The collector should note that ESP is committed to protecting the integrity of the collection and of the trading card program and as such, whilst we are happy to replace the card, we can only do so once we have received the original card back from the collector. On receipt of this, we will log the card and provide the collector with a replacement. Their original card will then be destroyed. This is to ensure that only the edition produced remains in the market.
 3. The collector should send the damaged/ error card back to ESP at the below address via Registered Post and email ESP through the tracking number once sent
- ESP Merchandise
The Entertainment Quarter
Level 1/210,
122 Lang Road
Moore Park, NSW
4. Only after the above steps have been followed and the card has been received by ESP we will send out the replacement card, this will be sent via Registered Mail.
 5. If the collector does not wish to give up the damaged/error card we cannot issue a replacement card given that it will increase the number of cards available in the market.
 6. Further to the above no replacements for damaged or errors cards will be issued beyond 6 months from release date. ESP can only replace like for like cards while stocks last and will not replace cards that have been individually purchased or traded (a receipt of purchase maybe requested for proof of purchase).

NB// Damaged cards will only be replaced if they are deemed to be a production fault, replacements will not be issued for wear and tear.