



TOP SPIN TENNIS

Demonstration Racket Service Terms and Conditions

How much does the demo service cost?

We charge £15 per demo racket which is only refundable against any available new racket you buy from us.

How long can I keep the demo?

We have allowed 14 days from date of dispatch to date of return to us. This should allow you to have 7 days to try the racket(s).

Who pays the postage?

You pay the postage both ways. We send rackets to you via fedex 24. We charge you a single fee for each box of rackets we send to you. You are responsible for paying for the return postage.

Can I request the demos to be custom strung?

Yes, we charge the cost of the string, which is our standard restring price minus our standard labour charge.

What grip size are the demos?

All our demos are a grip size 3. You are welcome to add another grip or overgrip to the racket whilst you have it.

What happens if the strings break?

String breakages are an unavoidable part of racket sports. If the strings break, simply return the racket to us for restringing - you will not be charged for the restring (or you can have it restrung locally at your own expense).

What happens if the frame breaks?

Frame breakages are your responsibility unless they are due to a manufacturing fault. In the unlikely situation that the frame breaks, please return it to us. We will return it to the manufacturer for checking. If they do not replace it, we will charge you the cost of a new demo racket. We will need to broken racket returned to us in any instance.

Is there a time limit to buy a racket?

Your demo fees remain valid for three months after you return the last demo racket. After this time, your demo fees will expire and can no longer be used.

What if I don't like any of the rackets?

The demo service is designed to both find your new racket and to reject other rackets. If you haven't found your new racket, you can demo some more- all the fees you incur will be cumulative against a new racket purchase.

How do I go about buying a new racket and stringing options?

Once you have decided which racket is for you, please return the demo(s) back to us and place an order via our website. In the Notes field at checkout please mention that you have had demo(s). When you place the order, your card is not automatically charged, we manually check the order is all correct (at which point we will add any demo refunds and reduce the total to be paid) before charging your card. Should the racket you select be unavailable due to manufacturer shortages or new models being introduced. The demo fees are not refundable unless an alternative racket is selected.

How do I return the racket(s)?

Please return the racket(s) using the box and bubble wrap bags in which they arrived – we have included a sticky backed return address envelope for you to attach to the box.

There are a number of couriers you can use to return the racket(s). Unfortunately, rackets are too long to go via standard Royal Mail.

Non-returned rackets

Should a racket not be returned you will be sent a reminder, should this not come to any avail and small claims court claim will be raised. In any non-returned instance, a claim for the full recommended retail price of the racket(s) will be issued. This includes rackets lost in transit.

We recommend you use a postage service that requires a signature and that you take sufficient insurance to cover the cost of the racket(s) in case of loss – **losses in transit back to us are your responsibility.**

Please return the racket(s) by: _____