



Demonstration Racket Scheme Terms and Conditions

Thank You for choosing to demo rackets from Top Spin Tennis. We want you to enjoy the opportunity of playing with the latest rackets to help inform your buying choice. By making use of our demonstration scheme, you agree to the following terms and conditions.

How much does the demo scheme cost?

For each racket you borrow, **we charge a £5 deposit**. This deposit is refundable against any racket you buy from us (subject to the clarifications below).

How long can I keep the demo?

You must return the racket(s) within 10 days after you have received them.

What happens if I return the racket(s) late?

Keeping rackets longer than 10 days prevents other customers from trying them out. **If any rackets are returned more than 2 weeks late, your deposit will be forfeited.**

Is there a time limit to buy a racket?

If you wish to buy a racket from us, **your demo deposits remain valid for three months** after you return the last demo racket. After this time, your demo deposits will be lost and can no longer be used against any racket purchase. If you have a reason for not being able to complete your purchase in this time frame, please contact us before the end of the three month period.

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.

How do I return the racket(s)?

Please return the racket(s) using the box and bubble wrap bags that they arrived to you in. We have included a return address envelope – peel off the back and simply stick in onto the front of the box. You are responsible for return postage – we recommend you use a postage service that requires a signature – losses in transit are your responsibility.

What happens if the strings break?

We try and ensure all demo rackets are regularly strung, but 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 restringing.

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.

How do I go about buying a racket?

Simply send the demo(s) back and we will supply you with a brand new racket in the correct grip size. The total price will be reduced by the sum of all the demo fees you have paid.

Can I have my new racket(s) custom strung?

Many of our new rackets come unstrung and we will string them up to your preference for no extra cost. If it is factory strung, we charge £5 less than our normal stringing price for a new racket to be custom strung. If you buy two or more rackets, you will receive a free restringing voucher for each racket – you can use these at any time.

Demo Racket Log

Date Supplied	Racket	Amount Paid

Please return the racket(s) by: _____