



## Demonstration Racket Scheme Terms and Conditions

**Thank You** for choosing to demo rackets from Top Spin Tennis. By making use of our demonstration scheme, you agree to the following terms and conditions.

### How much does the demo scheme cost?

We charge £10 per demo racket (plus postage for mail orders). All deposits are fully refundable against any racket you buy from us.

### How long can I keep the demo?

You can keep the rackets for a **maximum of 7 days, your deposit will be forfeited after this time**. Please contact us if you cannot return the rackets within this time.

### Is there a time limit to buy a racket?

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.

### Can I request the demos to be custom strung?

If you would like a demo racket custom strung, we charge a flat fee of £10 per racket (excluding Gut).

### 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 in which they arrived. 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. Alternatively you can return your rackets to any of our shops.

### 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 (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.

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

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. We recommend your new racket is custom strung. Many of our new rackets come unstrung and we will string them up to your preference for no extra cost (excluding Gut). If it is factory strung, we simply charge the cost of the string (free labour cost)

### Demo Racket Log

Date Supplied	Racket	Amount Paid

**Please return the racket(s) by:** \_\_\_\_\_