



Demonstration Racket Scheme Terms and Conditions

Thank You for 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 which is 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 fees remain **valid for three months** after you return the last demo racket. After this time, your demo fees will be lost and can no longer be used against any racket purchase.

Can I request the demos to be custom strung?

Yes, 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.

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 restringed 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 return 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. If the new racket is unstrung, we will supply a standard restring at no charge. If you request a premium string, you pay the difference. If the new racket is factory strung, you pay the cost of the string (free labour cost).

Mail Order Customers

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 will charge you a standard flat rate fee for however many demos we send. You are responsible for the return postage.

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 for you to attach to the box.

There are a number of couriers you can use to return the racket(s) – www.myhermes.co.uk is one such courier but there are many more. Unfortunately rackets are too long to go via standard Royal Mail.

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 are your responsibility**.

Please return the racket(s) by: _____