



TOP SPIN TENNIS

Top Spin Tennis Culford Packages F.A.Qs

How do I order a package?

Complete the form link below. This will provide Top Spin Tennis with authorisation to add a package to the school bill. Once received a specialist will be in touch via your preferred communication method to discuss requirements.

<https://forms.gle/XVisKiekfLKS1qYF8>

What happens if I go up a shoe size?

Due to the unknown of shoes surrounding price and size, Top Spin Tennis have applied an average value against shoes of £80 each. The first pair are ordered during your contact with the Top Spin Tennis specialist, with the remaining amount added to the account. The amount is calculated based on the quantity in the package. This means a different shoe and size can be ordered each time up to the quantity selected in the package. As the initial value is an average price, it may mean the last pair of shoes require a top-up, this will be applied to the school bill.

What happens if I don't want some of the items in the package?

Each package has been thoroughly thought out considering the player in mind in conjunction with the coaching staff, therefore swapping items is not possible.

Can I purchase additional items at the preferential rate?

Yes, once the initial package has been purchased, subsequent orders will be supplied at the preferential rate up to the end of each school year. This excludes services and products under the value of £25.

How long is the package rate valid for?

Each package is valid for up to the end of each school year.

Do I have to collect items from the school at Culford?

No, items can be collected from any of Top Spin Tennis's pro-shops or sent via a courier. There is no charge for courier shipping, but please allow additional time as items will have to be gathered then sent in one shipment.

Can I demo rackets before confirming my choice?

Yes, once you have given authorisation for a package and you have received your contact from a Top Spin Tennis specialist, they can request suitable demos for you based on the information provided.

Will I get charged to demo rackets?

Assuming you have completed a form, there will be no charge to demo rackets. Mail order demos will be subject to courier fees that are non-refundable.

What is the racket matching customisation service?

All brands' rackets leave the factory within a weight tolerance, in some cases this can be up to 14g between the lightest and heaviest. Racket matching eliminates this by ensuring the rackets you receive are all equal weight thus reducing the chance of having a preferred racket.

Can I specify certain customisation requirements?

Bespoke customisation can be completed, although this will be priced separately to the package price. To enquire further contact cambridge@topspintennis.co.uk.

Can I earn SLICE loyalty credit through purchasing a package?

Unfortunately, due to the preferential price we are unable to offer further discounts on the package, therefore SLICE credit will not be acquired.

Do the new racket prices include stringing?

All rackets purchased through the packages will include bespoke stringing. This will be using the string purchased in the package, without charging our labour.