



# TOP SPIN TENNIS

## Demonstration Racket Service Terms and Conditions - In-store

How much does the demo service cost?

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

How long can I keep the demo?

If orders are being collected and returned to our stores, you can keep the rackets for a maximum of 7 days.

If rackets are returned late, we reserve the right to retain your demo fees, which will be forfeited against any purchase.

Can I request the demos to be custom-strung?

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

What grip size are the Tennis 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, return the racket to us for restrunging—you will not be charged for the restrung (or you can have it restrung locally at your own expense).

What happens if the frame breaks?

Frame breakages are your responsibility unless caused by 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 the broken racket returned to us in any instance.

For Padel and Squash demos, due to the nature of the sports, there is a greater risk of frame breakages. Please be aware that all demos are checked for damage upon return, and frame breakages will incur charges.

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 period, 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 —any fees you incur will be applied to a new racket purchase.

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

Once you have decided which racket is suitable for you, please return the demo(s) and place an order through our website or in one of our stores. If the racket you choose is unavailable due to manufacturer shortages or the release of new models, the demo fees are not refundable unless an alternative racket is selected.

Non-returned rackets

If a racket is not returned, you will receive a reminder; if this proves unsuccessful, a claim will be filed in small claims court. For any non-returned item, a claim for the full recommended retail price of the racket(s) will be issued.