



TOP SPIN TENNIS

Demonstration Racket Service Terms and Conditions – Online

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?

We have allowed **14 days from the date of dispatch to the date of return to us**. This should give you 7 days to try the racket(s). If rackets are returned late, we reserve the right to retain your demo fees, which will be forfeited against any purchase.

Who pays the postage?

You pay the postage both ways. We send rackets to you via FedEx 24. We charge a single fee per box of rackets we send to you. You are responsible for paying for the return postage.

Can I request the demos to be custom-strung?

Yes, we charge the cost of the string, which is our standard restring 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 restringing—you will not be charged for the restring (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) to us and place an order via our website. In the Notes field at checkout, kindly mention that you have had demo(s). When you place the order, your card is not automatically charged; we manually verify that the order is correct (and will add any demo refunds and reduce the total payable) before charging your card.

Should the racket you select be unavailable due to manufacturer shortages or the introduction of new models. The demo fees are not refundable unless an alternative racket is selected.

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 several couriers you can use to return the racket(s). Unfortunately, most rackets are too long to go via standard Royal Mail.

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. This includes rackets lost in transit.

We recommend you choose a postage service that requires a signature and that you take out sufficient insurance to cover the cost of the racket(s) in case of loss – any losses in transit back to us are your responsibility.

Please return the racket(s) by: _____