

ORDER N° :	NAME:	DATE :
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Thank you for ordering from Tennispro ! If you are not fully satisfied with your purchase, you can send the undesired article(s) back to us within 30 days upon receiving your order.

1. Return Conditions

To return or exchange your product, please make sure the reference tag is on the product and the product is in its original packaging (unless it is damaged). Next, please complete the return form by indicating what you would like to do. Please do not stick the return label directly on the product or its original packaging or else the return may be refused.

Please keep in mind :

- **Racquets** : In order to successfully return a racquet, you must respect the 3 following conditions : The racquet must not possess any scratch or chip on the frame , the string must be brand new and not have any damage and the original **plastic must not be removed and remain on the grip.**
- **Shoes** : The shoes must be shipped with their original box, protected and packaged. The shoe box must not be used as a package alone, and no tape or labels must be present on the box. The shoes **must be brand new and undamaged and not be dirty in any way or else they will not be accepted.**
- **Bags, Clothing, Strings, Grips and Accessories** : The product must be brand new and not have been used at all. The packaging must be undamaged in order for us to accept your return.

2. Reason for Return

In order to help us improve the quality of our service, please indicate the reason for returning the article(s).

- Shipping Error Size Change Delay Defective Withdrawal Period

3. I Would Like

- An exchange** : please contact the customer service to check if the article is available.

CONTACT : Mail : info@tennispro.eu

Telephone : +44 (0)20 36 081 983

Desired Articles	Reference	Quantity	Colour	Size

- A refund** : if you paid by bank transfer, please provide us with your IBAN and BIC numbers

4. Please send your products back to :

Tennispro
11 rue des Cigognes
CS40138
67960 Entzheim - FRANCE



Our company sells FedEx return labels to our customers. Please contact our customer service for more information.
We decline any responsibility for lost returned packages without tracking numbers.