

ORDER N° :	CUSTOMER N° :	Date :
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How to return or exchange an article ?

For a return or an exchange, make sure the product is in the original packaging and with the original price tags still attached (necessary in the case of a defective product).

Fill in this return sheet by indicating if you want an exchange, a credit note or a refund.

TENNISPRO makes a commitment to exchange or to refund any article of which you would not be completely satisfied.

Simply return the product within 15 days in the original packaging at : TENNISPRO, 11 rue des cigognes, CS40138, 67960 ENTZHEIM (France).

The product will be exchanged (if it's still available in stock) or you will get a refund. You will have to pay the shipping charges on the returned product (Unless the product does not correspond to your initial order or if it is a defective product / in this case call us and we will tell you how to proceed.

We will pay the freight costs for sending the new product.

We draw your attention to the particular conditions of returning the following products:

- **Tennis racquet :**

The racquet must be totally new showing no signs of use to receive a full refund (for example ball fuzz, plastic removed from handle, scrapes on bumper guard, etc. is not tolerable)

- **Tennis shoes :**

They must be returned in the original box (the box must be in a perfect shape without any label or tape on it). Before returning them, make sure the shoes are 100% clean and do not have any sock fuzz/lint or dirt. Of course they must not have been worn.

- **Bags, Apparel, Strings, Grips and Accessories**

The product must be totally new and not be in any way modified from its original form. The product must be in the original packaging and with original price tags still attached.

To help us satisfy your needs, we kindly ask you to indicate the motive for your return.

REASON OF YOUR RETURN

REFERENCE	SIZE	DESCRIPTION	QTY	RETURN REASONS							
				<input type="radio"/>	Shipping error	<input type="radio"/>	Change size	<input type="radio"/>	Deadline too long	<input type="radio"/>	defective
				<input type="radio"/>	Shipping error	<input type="radio"/>	Change size	<input type="radio"/>	Deadline too long	<input type="radio"/>	defective
				<input type="radio"/>	Shipping error	<input type="radio"/>	Change size	<input type="radio"/>	Deadline too long	<input type="radio"/>	defective
				<input type="radio"/>	Shipping error	<input type="radio"/>	Change size	<input type="radio"/>	Deadline too long	<input type="radio"/>	defective
				<input type="radio"/>	Shipping error	<input type="radio"/>	Change size	<input type="radio"/>	Deadline too long	<input type="radio"/>	defective
				<input type="radio"/>	Shipping error	<input type="radio"/>	Change size	<input type="radio"/>	Deadline too long	<input type="radio"/>	defective

Please mark what you wish with regard to your return:

An exchange (Please fill in the board below)

A refund

REFERENCE	SIZE	DESCRIPTION	SIZE	QTY	PRICE
				TOTAL	

Comment:

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My address

Last Name..... First name.....
 Address.....

 Zip code..... City.....
 Tel..... E-mail:

To contact us :
+44 (0)2036 081 983
 or
info@tennispro.eu