



## Tennis Express Return & Exchange Instructions

In order to provide you with top quality customer service, Tennis Express will accept all returns and exchanges on any products within 60 days of when they were purchased. Many of our products also come with manufacturer's warranties. A restocking fee is applicable and at the discretion of TennisExpress.com whenever the return is due to "wrong item ordered," "customer does not like the product," "item no longer needed," or "changed mind". Customer will be responsible for shipping costs to and from Tennis Express on all returns and exchanges.

### Closeout/Clearance Items

Items that are under a Clearance/Closeout category or marked as a "Closeout item" are returnable for store credit or exchange within 10 days of being delivered.

\*Closeout items are priced at 35% off or more from retail price.

\*\*Closeout items \$9.99 and under are FINAL SALE.

To process your return, please follow these simple guidelines, and complete the form below:

1. Apparel must be returned unworn, unwashed and with the original tags still attached.
2. Shoes must be in brand new condition and returned in the original manufacturer's shoe box. Do not place any shipping labels or tape on the manufacturer's shoe box.
3. Racquets must not be used, plastic must still be on the handle. Returned racquets strung at Tennis Express will be credited, less the cost of string and \$15 labor charge.

To ship your return back to Tennis Express:

Visit our website at: [http://www.tennisexpress.com/help\\_center.htm](http://www.tennisexpress.com/help_center.htm) for a full list of returns policies and procedures.

Send all Returns to: Tennis Express  
ATTN: Returns Dept  
11111 Westheimer Rd  
Houston, TX 77042

Send all Exchanges to: Tennis Express  
ATTN: Exchange Dept  
~~11111~~ Westheimer Rd  
Houston, TX 77042

Customer Name: \_\_\_\_\_

Receipt #: \_\_\_\_\_

### Items Returning

Product Name	Item #	Size	Qty	Reason(defective or did not like)

### If Exchanging - Items Requested

Product Name	Item #	Size	Qty

Shipping Method:  Ground  2<sup>nd</sup> Day Air  3rd Day Air  Overnight

Requesting: Please check one of the following

Exchange  Store Credit  Refund

Any refund or additional charge will be made on the original credit card used for this purchase.

You will be contacted via email once your return/exchange is processed. Please allow 10-14 days.

Your daytime phone number: \_\_\_\_\_ Your email address: \_\_\_\_\_

Additional Notes/Comments: