Tennis Express Return & Exchange Instructions

In an effort to provide you with exceptional customer service, Tennis Express will accept returns and/or exchanges on unused/worn product(s) within **60 days from the date of delivery**.

- Orders over $75 qualify for free return shipping and are sent out with a prepaid return label. You can also create a return label using our website.
- If your order does not qualify for free return/exchange shipping, ship your item(s) via a secure method, and retain the tracking information. You can also create a return label using our website starting at $8.99 per package.
- Return Authorization? Don't worry, it's not required!

Visit our website: https://www.tennisexpress.com/help/returns-warranty-policy.cfm for more information about our return policy.

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, no scuffs or markings. Please return 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. *For racquets strung at Tennis Express, the cost of the string will not be refunded*.

Send all **Returns** to:
Tennis Express
ATTN: Returns Dept.
10770 Westheimer Rd
Houston, TX 77042

Send all **Exchanges** to:
Tennis Express
ATTN: Exchange Dept.
10770 Westheimer Rd
Houston, TX 77042

Customer Name: _____ **Receipt #:** _____

Contact phone number: _____ **Email address**: _____

Item # OR Product Name	Qty	Reason for Return	Exchange For (Item #/Size/Color) (If applicable)

Please check one of the following request: ☐ **Exchange** ☐ **Store Credit** ☐ **Refund**

(For Exchanges ONLY) Shipping Method: □ **Ground** □ **2nd Day Air** □ **3-Day Air** □ **Overnight**

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

Please allow 2-5 business days for refunds to reflect

An email confirmation will be sent once your refund/exchange request has been processed.

Thank you for choosing Tennis Express, we look forward to serving you.