



Tennis Express Return & Exchange Instructions

In general, 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". If you return the product after the 60-day return period, a 15% restocking fee will be charged and no returns will be accepted after 90 days. 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 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 for a full list of returns policies and procedures.

Send all Returns to: Tennis Express
ATTN: Returns Dept
11026 Westheimer Rd
Houston, TX 77042

Send all Exchanges to: Tennis Express
ATTN: Exchange Dept
11026 Westheimer Rd
Houston, TX 77042

Customer Name: _____

Receipt #: _____

Items Returning

<u>Product Name</u>	<u>Item #</u>	<u>Size</u>	<u>Qty</u>	<u>Reason(defective or did not like)</u>

If Exchanging - Items Requested

<u>Product Name</u>	<u>Item #</u>	<u>Size</u>	<u>Qty</u>

Shipping Method: Ground 2nd 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: