

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 products within **90 days from the date of delivery**.

Your return qualifies for a free prepaid FedEx Ground shipping label if the overall value of the remaining order balance stays above \$50 after the return. Limit 1 free return label per order. Valid only for the continental United States. 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 may also use one of our prepaid FedEx shipping labels at a cost of \$6.95 when your credit is processed. Final Sale: Please note that items marked as final sale are not eligible for return.

Visit our website: https://www.tennisexpress.com/returns for more information about our return policy. To process your return,

please follow these simple guidelines and complete the form below:

Send all **Returns** and/or **Exchanges** to:

Please check one of the following request:

- 1. Apparel must be returned unworn, unwashed and with the original tags still attached.
- 2. Shoes must be in brand new condition, with 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, and plastic must still be on the handle. For racquets strung at Tennis Express, the cost of the string will not be refunded.

	ATTN: Returns Dept. 10771 Westpark Drive Houston, TX 77042
Customer Name:	Receipt #:
Contact phone number:	Email address:

Tennis Express

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

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(For Exchanges ONLY) Shipping Method:	□ <u>Ground</u>	□ 2nd Day Air	□ <u>Overnight</u>				
Any refund or additional charge will be made	on the original	credit card used	I for this purchase.				
Please allow 2-5 business days for refunds to reflect							

☐ Exchange

☐ Store Credit

□ Refund

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.