



Brandywine Tennis and Fitness Club Pro Shop Return Policies

Racquet Return Policies

New Racquet(s)

- All racquets must be in new condition showing no signs of use (i.e. ball fuzz, plastic removed from handle, scrapes on bumper guard, etc.) to receive a full refund (excluding string).
- All racquets not in new condition can be returned within 30 days of the invoice date for up to 50% of the current selling price at Brandywine Tennis and Fitness Club Pro Shop (excluding string). Refunds will not be given for return of used racquets beyond 30 days.
- In lieu of a pro shop credit, refunds will be issued back to the credit card at the end of each week. If cash or check was used at time of purchase, a check will be issued and sent to the customer's mailing address at the end of that week.

Defective Racquet(s)

- All new racquets have a one year manufacturer's warranty against defects.
- Defective replacements are at the sole discretion of the manufacturer.
- Brandywine Tennis and Fitness Club Pro Shop may replace the racquet immediately if we feel the manufacturer will determine the racquet is defective.
- Racquets sent to the manufacturer for evaluation can take up to 6 weeks.
- If your racquet is deemed defective, Brandywine Tennis and Fitness Club Pro Shop will string your replacement racquet for free with the original string (excluding natural gut.)
- Racquets that have been abused, run over, damaged from heat, customized, etc. will not be replaced.
- If purchased racquet is no longer available, a replacement racquet from the same manufacturer of equal value will be given to the customer.
- If the manufacturer does not replace your tennis racquet, it will be returned to you along with an explanation from the manufacturer.
- There will be a \$15 shipping fee for all returns/replacements.

Used Racquet(s)

- All racquets purchased as Used (including demos) can be returned within 10 days of the invoice date for a 50% refund (excluding string).

Shoe(s) Return Policies

- Shoes, tags and box must be returned in the condition they were received.
- Please return the box and shoes together as purchased.
- Please make sure shoes do not have any sock fuzz/lint, human or pet hair, dirt, or any other foreign substances before returning them.



- Please state whether you would like a refund or an exchange. **Store credit is not an option.**
- A \$10 restocking fee will be charged for any returns not accepting a merchandise exchange of equal or greater value.

***Note: Any items returned that do not abide by these guidelines will be returned to the customer at Brandywine Tennis and Fitness Club Pro Shop discretion. All Returns and Exchanges must be submitted within 30 days of the Invoice date. Returns and Exchanges received after 30 days will not be given.

Footwear Warranty Replacement

- Product description of purchased shoe(s) must state that particular shoe has a 6 month outsole durability guarantee.
- Sole warranties are a one-time replacement. No more than 1 replacement pair will be provided during a 6 month term.
- In the event the purchased shoe is no longer available, a shoe of equal or greater value within the same brand will be substituted. (These shoes will not come with an outsole warranty.)
- Warranty only covers the rubber outsole of the shoe. Damage to the toe- guard, or upper of the shoe do not qualify for the warranty replacement.
- Shoe must be completely worn past the outsole and into the midsole or insole of the shoe.
- Warranty is void if the shoe is abused or mishandled.