

Topstring.co.uk: Badminton Racquet Repair Agreement

Agreement Overview: Due to the fragility of badminton racquets, Topstring.co.uk has this agreement in order to protect them from any liability as mentioned below. Once you agree to our agreement below either by email or text, you allow us to proceed to restring &/or repair your racquet but on condition that Topstring.co.uk does not have any financial liability or responsibility should the bullet pointed situations below arise. In addition, our Repair Service Terms & Conditions also apply when agreeing Topstring.co.uk to string, customize or repair your badminton racquet.

Parties: This agreement is between the customer (the racquet owner) and Topstring.co.uk. When agreed, this covers the current racquet(s) and any other further racquets supplied by the customer. The agreement is to be agreed electronically by text or email after the racquet(s) has “passed” inspection and before restringing.

The Racquet Inspection: When we first receive your badminton racquet(s), we will review the frame for hairline cracks, damage and grommet status. If there is no visible damage or cracks, we will next advise you of 1) Grommets that we find “need” replacing to avoid significant string life reduction and 2) Grommets that we discover “may benefit” from replacement but will not have a significant impact on the string life. With 1 and 2, grommets are charged at 50p each if you wish to proceed.

Note re grommets: For grommet inspections 1 and 2, although grommets can wear, we are mindful of not over charging customers unnecessarily and make our recommendations based on the extent of grommet damage that will only impact the string life significantly. We therefore advise on grommet replacement via “need” and “may benefit” to manage this aspect. Due to the number of variables impacting badminton racquets, we accept no responsibility for string breaks as a result of any grommet related issues post replacement or not, and have no responsibility for the frame or grommets.

The Agreement: The following is not covered when stringing your racquet(s):

- Any racquet damages as a result of machine clamping
- Any racquet damages as a result of the stringing process
- Any racquet damages as a result of grommets replacements
- Any string damage as a result of no grommet replacements
- Any racquet damages as a result of any customization work
- Any stringing or repair work not be possible to be completed
- No refunds are liable by Topstring.co.uk for badminton repair work