

1 • What is my request about ?

I received a faulty product

I received the wrong product

I received a damaged product

Other :

2 • Which product is concerned by this request ?

Rackets

Shoes

Clothing

Bags

Accessories

Other :

In all cases, specify the defect found (location + type) :

In case of shipping error, please indicate the reference number ordered and the reference number received :

3 • My order informations

(available on the invoice enclosed with the parcel or in my customer account)

Order number :

Brand of faulty product :

Reference + Size of faulty product : /

4 • What pictures do I need to submit with my request ?

RACKET

- general picture of the racquet (2 sides)
- photos of the profiles and the top of the racquet
- photo of the butt cap (part at the end of the handle)
- zoomed in photo of the product defect
- photo of the QR code (or bar code) located at the heart of the racquet
- video if the defect is a noise

SHOES

- general picture of both shoes (upper + soles)
- photo of the label with size (generally located under the tongue)
- photo zoomée du défaut constaté

OTHER PRODUCTS

- general photo of the product (all sides)
- zoomed photo of the defect
- photo of the labels with the reference (if visible)

CLOTHING

- general photo of the product (2 sides)
- zoomed photo of the defect
- photo of the product labels:
 - inside (with references)
 - outside if the product is new

SHIPPING ERROR

- photo of the product label (with barcode and reference)
- picture of the packaging label (with barcode and reference)

We reserve the right to request additional photos (on the brand's request).