**Terms & Conditions**

Welcome to Pure Strings. By using our services, you agree to be bound by the following terms and conditions. These terms govern all services provided by Pure Strings, including but not limited to tennis stringing, racket maintenance, and related products.. If you do not agree with these Terms & Conditions, do not make any use of the site and leave it immediately.

**1. Introduction**

1.1 This site is owned and operated by purestrings.co.uk. References to “we”, “us” and “our” should be construed as references to purestrings.co.uk.

1.2 We have taken care in the preparation of the site. However, as certain technical matters may be beyond our control, we cannot guarantee that you will always have uninterrupted access to the site.

**2. Services Provided**

Pure Strings offers tennis stringing and sales of related products. Our services are intended to enhance your playing experience through quality stringing.

**3. Service Agreement**

By submitting your racket for stringing, you acknowledge and agree to the following:

* **Turnaround Time:** We aim to complete all stringing services within 3 business days. However, delays may occur due to high demand or supply issues.
* **Quality Guarantee:** We guarantee the quality of our stringing and maintenance services. If you are not satisfied with the work, please contact us within 5 days of receiving your racket.
* **Damage Policy:** While we take utmost care with your equipment, Pure Strings is not liable for any pre-existing damage to your racket. We will not be responsible for any damage incurred in the restringing process if a racquet is restrung, outside the tension range recommended by the manufacturer of that particular racquet at the owner’s request. (This will be advised to the owner prior to the restring taking place). Prior to any racket being restrung, it will be visually checked for breakage/cracks. If a racket is cracked? It can still be restrung, if the owner desires, but Pure Strings will not be responsible for any further damage incurred. Any damages that occur during the stringing process will be assessed on a case-by-case basis.

**4. Pricing and Payments**

* **Service Fees:** All service fees are provided upfront and are subject to change without notice. Pricing is based on the type of string used, the complexity of the service, and any additional requests.
* **Payment Terms:** Full payment is required upon completion of the service. Payment can be made by bank transfer (Bank details will be provided when a service is requested/agreed).

Time for payment shall be of the essence and any failure to pay shall entitle Pure strings at his option to treat the contract as repudiated by the Customer, to delay delivery until paid or appropriate any payment made by the Customer to such of the Goods as the Pure Strings may think fit notwithstanding any purported appropriation by the Customer (without prejudice to any other remedy that Pure Strings may have). Receipts for payment shall be issued only on request.

Pure Strings Collection/delivery charges (for other London locations than Waterlow park) vary from £10-£15. Please contact us for more info.

**Refund Policy:** Refunds are not provided for completed stringing services unless there is a clear error in the service provided. Refund requests must be made within 3 days.

**5. Customer Responsibilities**

* **Accurate Information:** Customers are responsible for providing accurate specifications regarding string tension, type, and other preferences. Pure Strings will not be responsible for errors resulting from incorrect information provided by the customer.
* **Pick-Up/Delivery:** Customers are responsible for picking up their equipment within 3 days after notification of service completion. Pure Strings is not liable for any equipment left uncollected after 5 days.
* Failure by the Customer to pay for any instalments or delivery when due shall entitle the Pure Strings to withhold any further deliveries and the Customer shall be liable for any costs incurred by Pure Strings relating to such Goods.
* Delivery of the Goods shall be made, in person, to the agreed location/address between Pure Strings and the Customer.
* If the Customer fails to take delivery of the Goods or fails to give Pure Strings adequate delivery instructions at the time stated for delivery (otherwise than by reason of any cause beyond the Customer's reasonable control) then, without prejudice to any other right or remedy available to Pure Strings, Pure Strings may: Store the Goods until actual delivery and charge the Customer for the reasonable costs of storage; or Sell the Goods at the best price readily obtainable and (after deducting all reasonable storage and selling expenses) account to the Customer for the excess over the price under the contract or charge the Customer for any shortfall below the price of the contract.

**6. Warranties and liability**

6.1 The Content has been included in good faith and is only for your general information and is for recreational use. In particular, the Content does not constitute any form of advice, recommendation or arrangement by purestrings.co.uk and is not intended to be relied upon by users in making (or refraining from making) any specific decisions. You are responsible for checking the accuracy of relevant facts and opinions given on the website before entering into any commitment based upon them. All conditions, warranties terms and undertakings express or implied statutory or otherwise in respect of the provision of the Content are excluded to the fullest extent permitted by law.

6.3 The site contains links to other websites (“Third Party Sites”). purestrings.co.uk neither endorses nor takes responsibility for the availability or content of Third-Party Websites and will not be a party to, or in any way responsible for, any transaction concerning goods or services available from such Third-Party Websites. If you decide to use these links to access Third-Party Websites, you do so at your own risk.

**7. Prohibited use**

You may not use the site:

7.1 for the posting, uploading, emailing or other transmission of any material. The publication, dissemination, use or possession of which infringes the rights of any person, or which is unlawful in any other respect;

7.2 in any manner which could damage, disable, overburden, or impair the site;

7.3 to make available personal data about any person other than yourself;

7.4 to obtain or attempt to obtain any materials or information through any means not intentionally made available or provided for through the Site;

7.5 to impersonate any other person or entity or to provide inaccurate information;

7.6 in any way which is abusive, vulgar, racist, sexist, defamatory, sexually orientated or obscene or which will harass, distress, embarrass or inconvenience any person or which might restrict or inhibit the use and enjoyment of the Site by any person;

7.7 for the posting, uploading, emailing or other transmission of any unsolicited or unauthorised advertising, promotional materials, “junk mail,” “spam,” “chain letters,” “pyramid schemes,” or any other form of solicitation or commercial exploitation;

7.8 for the posting, uploading, emailing or other transmission of any material that contains software viruses or any other computer code, files or programs designed to interrupt, restrict, destroy, limit the functionality of or compromise the integrity of any computer software or hardware or telecommunications equipment.