

RACQUET REPAIR SERVICES

Dear Members

The DTBA does not provide racquet (re)stringing or repair services.

The DTBA provides a list of members who can provide the services and members can make their choice of repairers. Repairers are also members of DTBA.

As a service to members, the DTBA will facilitate the following process.

When a racquet service request is required, the process is:

- Member completes the service request form, attaches the request form to their racquet and hand them to the supervisor.
- The supervisor checks the request form to be complete and accurate, and places the racquet in the “**out-box**” for racquets located in the office.
- The repairer will from time to time need to enquire with the supervisor of potential racquets for repairs (Note: Repairers are not permitted to enter the office at their own accord).
- The supervisor will hand over the racquets to the appropriate repairer named in the service request form.
- The repairer returns the repaired or serviced racquet(s) to the supervisor who will then place these in the “**in-box**” for racquets located in the office.
- Supervisors will not to collect any payment for or on behalf of the repairer or member.
- Members collecting their racquets will need to hand over the completed Racquet Service Request form, acknowledging collection, to the supervisor for filing and future reference.

Note:

1. DTBA is NOT responsible for the safekeeping of a member’s asset (racquet and/or strings), or the handling of monies between members and the repairers.
2. Members who prefer to deal directly with any of those members who provide the service should disregard this process.
3. Complaints or issues by members or repairers arising from the use of this facilitation service will not be entertained.
4. This facilitation service is subject to change and/or removal, at anytime.

