



VIJAY'S TENNIS **STRINGING POLICIES**

BILLING & PAYMENTS

This section has been updated with brand new methods, along with their policies combined (updated on 1/8/2025). Please read them down below and this will cover the following parts:

- Payment Conditions
- Cash Payments
- Crypto Payments
- Billing & Receipts
- Replacements & Warranty

PAYMENT CONDITIONS

- Payments must be made upfront upon arrival when you are dropping off your racquet.
- All fees quoted in Cash or Crypto payments are listed on the website via the Stringing page. Please click or view the link provided – www.vijaystennis.com/tennis-services (then click on Stringing to view).
- When paying and if applicable, please add the word stringing in description.
- By paying for this service, you have fully agreed to Vijay's Tennis Stringing Policy.

CASH PAYMENTS

- Cash payments are made in AUD (Australian Dollars).
- Acceptable payment methods can be made in Cash, BSB and Pay ID.
- BSB & PayID details will be sent to you via SMS.
- If paying via BSB, please allow time for the transaction to process and it is recommended to pay as early as possible. Once the payment has been received, I will notify you when your racquet is ready for pickup. BSB payments may take up to 5 business days to clear.
- If paying in cash, please have your payments in the correct amount as change may be difficult to give and to avoid any misunderstanding or confusion.

CRYPTO PAYMENTS

- Crypto payments are a flexible option for stringing services. As values can fluctuate, I kindly encourage you to do your own research before proceeding.
- Cryptocurrency payments may trigger a Capital Gains Tax Event, depending on your circumstances. Please do your due diligence and seek professional tax advice.

- Acceptable payments can be made under these coins below (this can be updated):
 - Bitcoin (BTC/Bitcoin network)
 - Ethereum (ETH network – ERC20)
 - USDC (USD Coin via ETH network – ERC20)
 - USDT (Tether via ETH network – ERC20)
- Payment details will be sent to you via SMS and this includes the following:
 - Wallet address (verified by a trusted Australian crypto exchange)
 - Dollar value (AUD service fee)
 - Crypto amount (coin amount or number of coins)
 - Market Rate Quote (AUD value of the coin at the time of quote, based on the crypto price index)
- Crypto amount (quoted via SMS) is calculated using a live crypto price index and is finalised without negotiation.
- Once the SMS has been sent, you have 1 hour to complete your payment. If it isn't received within the hour, it will be re-quoted again due to market volatility. If you are concerned about market volatility, you may choose to pay in Stablecoins (USDT or USDC).
- Crypto can be sent from your personal or exchange wallets. Please note that fees, speeds and spreads may vary.
- The final payment amount will be recorded as the fair market value (AUD), using the sell price from a trusted Australian crypto exchange at the time your payment is received and confirmed on the blockchain.
- You are responsible for blockchain transaction fees (paying in Ethereum or Stablecoins, you need ETH as gas fees to perform the transaction).
- Vijay's Tennis does not offer financial or investing advice, please seek financial advice or expertise.

BILLING & RECEIPTS

- For cash payments, receipts are available upon request and will be sent to you via email, once payments have been received.
- For crypto payments, receipts are available upon request and will be sent to your email once payments have been received and confirmed on the blockchain. The receipt records transaction ID and Fair Market Value (AUD).

REPLACEMENTS & WARRANTY

- Due to the nature of tennis, there are no warranties or refunds for this service.
- If any labor issues occur or if you have concerns, please contact me and I will try to resolve them with you.

DROP-OFF & COLLECTION

- Location details will be sent privately to you via SMS. Location point is the same for drop-off and collection of your racquets.
- Before arrival, contact me to arrange a time to drop off your racquet to do the labor.

- Once the racquet is complete, I will contact you to confirm completion and arrange a time for you to collect your racquet.
 - All reasonable care will be taken with your racquet while it is with me.
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CUSTOMER'S RACKETS & TENSION SPECIFICATIONS

- All rackets will be inspected in-front of you to ensure the racquet is in good condition to string. If the racquet is not in good condition, I will not string the racquet. If you wish for me to proceed, I will not be liable for any damages.
 - Head & Yonex Racquets are to be done in Two-Piece Method (4 knots) due to manufacturers specifications and warranty purposes (if current).
 - Customers can request One-Piece Method (2 knots). However, it is dependent on the racquet and brand/model. Majority of racquets are strung in Two-Piece Method for new or recently purchased racquets that are within warranty.
 - Please provide your correct preferred tension details to avoid lack of communication.
 - Tension can be requested in Kilograms or Pounds as my machine can convert between both metrics.
 - Tension has to be followed according to the racquet's specifications. Customers can request a tension outside of the racquet's specifications, but I will not be liable for the tension you choose and can't guarantee the performance of your racquet.
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STRINGS

- If you supply your own string, it will be inspected to see any signs of weakness. If so, I will not use your string.
- When supplying your own string please make sure it is between 12 to 12.2 meters in length. If you are supplying a hybrid setup, please have 6.5 meters for the main strings and 6 meters in cross strings.
- The Stringing Machine is capable to string any type of materials such as polyester, synthetic gut and multi-filament. Natural Gut is a sensitive string and I will not string with this material.



VIJAY'S TENNIS, 2025
