

Return Instructions (Form is on page 2)

for Original 3/4", 2018 Phoenix, and 5/8" Lite hoops



Send hoops to:

Argent Data Systems
1121 Tama Lane, Suite B
Santa Maria, CA 93455

(800) 274-4076
info@hyperionhoop.com

Please fill out the attached form and pack it inside the box with your hoop. You don't need to include this page. If you're unable to print the form, just include a hand-written note with the same info (mainly the stuff in italics). Not having the info we need may slow the turnaround.

If you have an important deadline, please let us know in advance We can't guarantee turnaround times, but we will do our very best to accommodate! Hoops are usually serviced in the order they come in, first come first served. The average turnaround time is 1-2 weeks at our shop, plus shipping time. This can vary based on what services we're doing and how busy we are that week.

If you're not sure of your hoop's warranty status, email us! Paid services are still available anytime after warranty expiration. Check the Service page on the Hyperion Hoop website for info. Also, many of our hoops come with a free downsize that can be redeemed at any time. Check to see if you have a free downsize available.

If your hoop is out of warranty, you don't need to pay anything before sending it in. We'll email you about payment after an in-person evaluation of the hoop. Most repairs are in the \$20-100 range.

We'll contact you for authorization on repairs over \$25. For repairs up to \$25 we'll often start right away. For anything more, we'll get your OK first.

Don't over-coil your hoop. It can be partially coiled, but should be **no smaller than 20 inches** across when coiled down. The ends of the hoop should not be doubled over and reconnected. If your hoop has damage due to over-coiling, you will be responsible for the cost of repair.

Insurance is your responsibility. If your hoop is lost/damaged in transit to our shop, you are responsible for the cost of repair/replacement. We cover incidents that happen during return shipping from our shop back to you. If you want your hoop to be covered on its way to us, you'll need to make sure you insure the shipment.

Please don't send hoop accessories like remotes or batteries. Accessories sent with hoops tend to fall out of the box and get lost in shipping, and they're difficult to keep track of at our workshop.

Simple packaging is effective and less expensive. You can tape two flattened boxes or pieces of cardboard to either side of the hoop. Partially coil the hoop and secure with a few pieces of tape, ribbon or zip ties. Always pack your hoop inside a box! Finally -- no packing peanuts, please. :)

Return Form

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Your name:

Return shipping address:

Email (preferred) or phone:

Ticket number (you'll get this from us via email): _____

Order number (leave blank if unknown): _____

Serial number, if known (may be on label near USB port): _____

Returned for (mark all that apply):

☐ Wipe hoop & reload/update with latest pattern collection (always free)

☐ Re-tubing (see store for current prices):

☐ HDPE ☐ Clear Polypro ☐ Aqua Poly ☐ Violet Poly

☐ Downsizing to size _____ inches ID (see below)

Note that we use inner diameter (ID) measurements. Some hoop makers use OD.

For 5/8" diameter/Lite hoops: Outer diameter minus 1.25 inch = Inner diameter

For 3/4" diameter hoops: Outer diameter minus 1.5 inches = Inner diameter

☐ Changing counterbalance (free with downsize/re-tube/repair): ☐ Removal ☐ 3-Point Balance

☐ Repair - please give a brief description of the issues so we know where to look.

Office Use Only

Arrival date:

TOR: C / A / V / H

RT: C / A / V / H

B / UB / OB

W/C NC