

Send hoops to:

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



info@hyperionhoop.com  
(800) 274-4076

Office Use Only:

Tubing on rack PP / HDPE

Re-tube PP / Aq / Vio / HDPE

**This form is for returning original Phoenix hoops built by Spin FX.**

### Hoop Information

Your name:

Email (preferred) or phone:

Return shipping address:

### Returned for (mark all work to be done):

- Downsizing to size \_\_\_\_\_ ID (Inner Diameter = Outer Diameter – 1.5 inches)
- Re-tubing:  HDPE  Polypro (clear)  Polypro (aqua)  Polypro (violet)
- Wipe & Update Hoop (free of charge)
- Repair - please describe the issues so we know what needs fixing:

### Hoop Return Instructions

- **Please fill out this form and pack it inside the box with your hoop.** If you're unable to print the form, just include a hand-written note with the same info. Hoops received without this information may be delayed.
- **Do not send out-of-warranty hoops for repair before receiving permission from us via email.** Paid services are still available anytime after warranty expiration. Contact us if you need to check your hoop's warranty status.
- **Partially coil the hoop 20" or more across – don't over-coil!** The ends of the hoop should not be connected. If your LED strip has damage due to over-coiling, you will be held responsible for the cost of repair.
- **We recommend purchasing insurance for shipments.** If your hoop is lost/damaged in transit to our shop, you are responsible for the cost of repair/replacement.
- **Re-tubes, downsizes, and up-sizes are paid services.** You can purchase services through our online store prior to shipping your hoop. We occasionally run out of stock for some tubing (especially colors).
- **Accessories sent with hoops tend to get lost.** Don't send remotes, batteries, etc. unless specifically instructed to do so via email.
- **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!