

Return Instructions for Spin FX Phoenix hoops

(Form is on page 2)



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 email us ahead of time. 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 2-3 weeks at our shop, plus shipping time. Spin FX Phoenix hoops sometimes require extra time for adequate testing or acquisition of replacement parts.

For info & pricing of services like downsizes and re-tubes, check the Service page on the Hyperion Hoop website.

You don't have to pay anything before sending it in. Just mark what you want done on the return form. We'll email you about payment after an in-person evaluation of the hoop. Most repairs are in the \$20-100 range.

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.

Insure your shipment. 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.

Please don't send hoop accessories like remotes. 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

for Spin FX Phoenix hoops



Your name:

Return shipping address:

Email (preferred) or phone:

Returned for (mark all that apply):

- ☐ Downsizing to size _____ ID (Inner Diameter = Outer Diameter – 1.5 inches)
- ☐ Re-tubing: ☐ HDPE ☐ Clear Polypro ☐ Aqua Polypro ☐ Violet Polypro
- ☐ Reformat and reload hoop with stock pattern collection (always free)
- ☐ Repair - please give a brief description of the issues so we know where to look.

Office Use Only

Arrival date:

TOR: PP / Aq / Vio / HDPE

RT: PP / Aq / Vio / HDPE

Bal / Unbal / Old Bal

W/C FU PMT