

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
Bal / Unbal / Old Bal

Hoop Information

Your name:

Order number (if known):

Email:

Serial number (if known):

Return shipping address:

Returned for (mark all work to be done):

- Downsizing to size _____ ID (Inner Diameter = Outer Diameter – 1.5 inches)
- Counterbalance change (free with downsize/re-tube/repair): Removal 3-Point Balance
- Re-tubing (paid service): HDPE Polypro (clear) Polypro (aqua) Polypro (violet)
- Wipe & Update Hoop (free with downsize/re-tube/repair)
- 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 and free downsizes are still available anytime after warranty expiration. The warranty lasts two years from the date the hoop shipped to you. 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-tubing is a \$30-45 service.** Purchase a re-tube service 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!