

Don't send in this page – it's just for your reference.

It's important to pack your hoop correctly to avoid damage to your hoop and to keep from being overcharged for shipping!

Shippers apply “dimensional weight” rules to large, light packages so it's important not to make the package too large. UPS and FedEx rules make it expensive to send hoops at all, so we recommend sticking with Priority Mail through the post office (USPS) if you're in the US. Don't use Priority Mail Express – it rarely gets to us any faster and is much more expensive.



The boxes we use for 1-2 hoops are 24” by 24” by 2”. Making the package just a little thicker can double or triple the price to ship it.



Partially coil your hoop, no smaller than 20” across to avoid damaging it. You can make a thin box by just flattening a cardboard box or two and taping the sides together as shown. Some customers have even gotten suitable boxes from their local pizzeria.

Shipping a hoop this way should cost around \$12-\$25 within the US, not including insurance. If the post office tries to charge you more than \$30 for a single hoop, double check their measurements and calculations. Some postal clerks are lazy, unfamiliar with the rules, or just bad at math – don't get overcharged.

The UPS Store and Fed Ex tend to charge much more, especially if they package your hoop. Expect to pay at least \$80 if you have them ship a hoop for you.

If you tape bubble wrap to your hoop, just use a few pieces of tape. We sometimes receive hoops that take longer to unwrap than they take to repair.

Also, make sure you've included the return form with your hoop before you seal it up!