

# 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 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 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.

**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.

**Re-tubing is a \$35-50 service, and downsizing is \$25-40.** You can purchase any service through our online store prior to shipping your hoop. For original 3/4" Hyperion hoops, the offer of a one-time free downsize never expires! However, Phoenix and Lite hoops do not come with free downsizes.

**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 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

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



Your name:

Return shipping address:

Email (preferred) or phone:

Order number (leave blank if unknown):

Serial number (leave blank if unknown):

*Returned for (mark all that apply):*

- Wipe hoop & reload/update with latest pattern collection (always free)
- Re-tubing:  HDPE (\$35)  Clear Polypro (\$35)  Aqua Poly (\$50)  Violet Poly (\$50)
- Downsizing to size \_\_\_\_\_ inches ID (see below)
  - 5/8" Lite hoops: \$25; Phoenix hoops: \$40; Original 3/4" Hyperions: 1<sup>st</sup> time free, then \$25.
  - For 5/8" diameter/Lite hoops: Outer diameter minus 1 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