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Bike Shipping Form

Page 1 of 3

For fastest service please complete all three pages of this form.
Don't forget to sign at the bottom of the *third* page.
Incomplete information may result in delays.

Today's Date ____/____/____ (MM/DD/YYYY)

Contact/Billing Information (Fill out online. Please write legibly to avoid errors if filling out by hand)

Name: _____

Company Name: _____

Address: _____ Apt/Unit: _____

City: _____ State/Province/Region: _____

Zip/Postal Code: _____ Country: _____

Mobile Phone#: _____ Home/Work Phone#: _____

Email*: _____

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Please Acknowledge: We process orders entirely by email. Not providing an email can cause delays.
Email will be used to notify of delivery, estimating, order status, payment processing and return tracking.

Payment Processing

Payment links are provided once estimates are approved by the customer. Request for PayPal and CC # can also be used.

Note* Payment needs to be recieved before items can be returned.

Shipping Address Same as above

Only fill in if different from above.

Name: _____

Company Name: _____
(if applicable)

Address: _____

City: _____ State/Province/Region: _____

Zip/Postal Code: _____ Country: _____

Return Shipping Info

We use UPS Ground as standard return shipping.

No Insurance Desired

Insured Value: _____

Account Number: _____

Please provide account # or return label if available.

Office Use Only

INV #: _____ Check-in Initials: _____ IR Sent Hygear Box Recieved

Bin #: _____ Weight (lbs): _____ # of Shocks recieved: _____



This information is added to your customer file to ensure you receive the most accurate and personalized tuning available.

Vehicle and Rider Information

Year: _____

Make: _____

Model: _____

Mileage: _____ mi km

Rider Weight (w/out gear): _____ lb kg

Additional Weight: _____ lb kg
(Luggage, Passenger, etc)

Comments about current suspension setup:

Primary Application

- Racing Recreation

Type of Riding:

- M/X**
Motocross
- X/C**
Cross Country
- D/S**
Dual Sport
- Track**
- Other**
specify below
- Street**

specify other: _____

How can we help?

- Rebuild Respring
- Revalve Lower



Instructions:

1. Clean all shocks thoroughly (there is a \$10 surcharge for washing components).
2. Remove all unnecessary covers, bolts, linkages, etc.
3. Secure eyelet spacers and bearings with a zip-tie to prevent loss during shipping (all items are inventoried upon arrival. Hygear Suspension is not responsible for any parts lost in transit.)
4. Wrap each shock separately and secure them in a sturdy box to avoid damage during transit.
5. Please complete all three pages of this form and sign below. (Incomplete information may result in delays!)

When should we first contact you?

All shocks must be disassembled, cleaned and fully inspected before a service estimate can be written.

- Please disassemble my shocks when they arrive, and email with an estimate.**
Recommended. This option stream-lines the check-in process and speeds up your turnaround time.
- Please call me before disassembling my shocks.**
Customer service is a priority at Hygear Suspension. If you prefer, a technician can call you before your shocks are disassembled and the estimate is written. Please keep in mind your service may take longer to process if this box is checked.

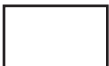
Choose your turnaround speed:

- Normal Turnaround Service**
Hygear Suspension's normal turnaround time is 7-10 business days from when shocks are received. Turnaround time may be longer for shocks that are reworked, have extensive damage, need additional parts, or if chassis measurements are required.
- Rush Service**
Rush service is available for an additional \$50.00 per shock received. Rush service turnaround time is a maximum of 5 business days from when the shocks are received. This turnaround time is not guaranteed and will not apply to shocks that are reworked, have extensive damage, or need additional parts. If the turnaround time is *not* met, there will be *no* extra charge for rush service. **THIS IS NOT A GUARANTEED SERVICE.**

Note* Shocks cannot be entered in or removed from Rush Service once recieved.

Hygear Policy

- Every effort is made to keep pricing as accurate as possible, however all pricing quoted by email, phone, or the website is subject to change.
- Estimates are written after a thorough inspection of your componants. A new estimate will be written and the customer will be contacted if previously unforeseen parts or services are required to complete the work order.
- Customer service is our number one priority, authorization by customer is **required** before any work will proceed or be completed.
- Declined Service: Estimating fees are applied to any shock that has been disassembled, cleaned, inspected, and estimated.
- Balance is due in full before pickup or delivery. Interest is applied to accounts 30 days past due. Hygear Suspension is not responsible for any customer components after 90 days from the completed invoice date.
- Hygear Suspension is not responsible for any items lost or damaged in transit.
- Service price subject to change during peak season and periods of high demand.



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What to expect From our Service Processing:

An items received email will be provided once items are received and entered into our system. If tracking shows items have arrived and you have not received notification from us within 24hrs, Please email info@hygearsuspension.com to confirm email connection. An itemized service estimate will be provided once the shocks are disassembled, cleaned and inspected. This estimate needs approval by the customer before work can proceed. An approximate return date and payment link is provided upon approval. Hygear will provide notification if an impacting delay should occur beyond our estimated return date provided with your estimate approval. Please be mindful of weekends and holidays and we appreciate your patience.

Please sign below, indicating that you have read and agree to all policies stated in this form.

Sign Name _____ Date _____