



308 Peruville Road  
 Freeville, NY, 13068  
 607-533-7434  
 info@hygearsuspension.com

# UTV Shipping Form

Please include a copy of the shipping form with your package for receiving.  
 Please initial and sign required fields. Incomplete form may result in delays.

## \*\*\*Notice\*\*\*

**If you are considering taking the time to send one shock in that needs service, most likely they all do!**  
**Free return ground shipping on a full set of shocks recieved!**

\*Does not apply to partial application or Hygear Dealers. Applies to Lower 48 shipments only. Copy of this form is needed to redeem. No Exceptions

### 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\*: \_\_\_\_\_

**Please Acknowledge: We process orders entirely by email. Not providing an email can cause delays.**

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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: \_\_\_\_\_



# UTV Shipping Form

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Standard  
(no mods)

Modified

NOTES

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

## Vehicle Information

Year: \_\_\_\_\_

Make: \_\_\_\_\_

Model: \_\_\_\_\_

Rider Weight: \_\_\_\_\_  lbs.  kg.

Additional Rider Weight: \_\_\_\_\_  lbs.  kg.

Additional Load, Front: \_\_\_\_\_  lbs.  kg.

Additional Load, Rear: \_\_\_\_\_  lbs.  kg.

Primary Application:  Racing  Recreation

Front Springs   \_\_\_\_\_

Front Shock Valving:   \_\_\_\_\_

Front A-Arm's:   \_\_\_\_\_

Front Tire Size   \_\_\_\_\_

Front Wheel Offset   \_\_\_\_\_

Front Wheel Spacer   \_\_\_\_\_

Rear Springs   \_\_\_\_\_

Rear Shock Valving:   \_\_\_\_\_

Rear A-Arm's/Trailing Arms:   \_\_\_\_\_

Rear Tire Size   \_\_\_\_\_

Rear Wheel Offset   \_\_\_\_\_

Rear Wheel Spacer   \_\_\_\_\_

Comments about current suspension setup:

## How can we help?

Please select the services you would like to be quoted for. This will help as a guide to provide pricing, available upgrades and products for your application.

- Basic Rebuild / Service Parts
- Revalve / Update Calibration
- Spring Kits / Performance Products

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**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!)

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**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.

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**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.

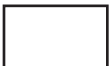
- Rush Service**  
Rush service is available for an additional \$50.00 per shock received. Rush service turnaround time is a maximum of 5 business days from when the shocks are received. This turnaround time is not guaranteed and will not apply to shocks that are reworked, have extensive damage, or need 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.**

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**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 \_\_\_\_\_