



Key Return Form



Full name: _____

Bikehangar number: _____

Email: _____

Phone: _____

Bikehangar address: _____

Address: _____

Number of keys being returned:

1

2

Reason for return:

Cancel my subscription

Transfer my subscription to a different space

Other: _____

Return your key

STEP 1

Use a padded mailing bag such as a jiffy bag to prevent the key from falling out of a flimsy paper envelope.

STEP 2

Include this form, make sure all the required fields are complete.

STEP 3

Post with a **tracked delivery service**. Remember to keep hold of your tracking number.

Post to:



Cyclehoop Ltd
Unit 1 Burnham Way
Kangley Bridge Road
London
SE26 5AG

Tips for a successful delivery

To ensure your key arrives safely we recommend using robust packaging and posting with a tracked service that provides insurance up to the value of your deposit. Hooplr are not responsible for any keys that are lost in the post.

Make sure you pay enough postage to cover the cost of the delivery. If the postage isn't enough, the delivery is delayed and we will be charged by the courier. We will then have to deduct the charge from your key deposit.

Your key deposit refund

Once we receive and process your key, your subscription will be cancelled. If you paid a key deposit and your key is returned in good condition, this will be refunded. We will send you a confirmation email when this is complete.

Your key deposit will be refunded to the bank account you originally paid with when you started your subscription. Refunds issued against any expired or replaced card will still credit the original account. If you have closed the original account since making your first payment, please make a note on this form, and contact us.

We're here to help!

Email us at: home@hooplr.com

Call us at: [020 8699 1338](tel:02086991338)

[hooplr.com](https://www.hooplr.com)