

HYTROL STORE FAQ

CAN PEOPLE WHO DON'T WORK AT HYTROL BUY FROM THE SITE?

Yes, anyone can order from the Hytrol store. If you are not a Hytrol employee, you will need to select the shipping option to have your items delivered to you.

DOES HYTROL MAKE A PROFIT FROM MY ORDER?

No. All items on the Hytrol store are sold at cost. What we pay is what you pay.

WHAT TYPES OF PAYMENTS ARE ACCEPTED?

All major credit cards are accepted.

CAN I SEE THE ITEMS/TRY THEM ON BEFORE I MAKE A PURCHASE?

Yes. These items are available to see/try on in the Marketing department at Hytrol Jonesboro and the Hub at Hytrol Fort Smith.

WHAT IS THE RETURN POLICY?

All sales are final.

WHAT ARE THE SHIPPING OPTIONS?

Pick-up or shipped.

Shipped will go directly to your address via FedEx for a shipping fee. The pick-up option has the items sent to Hytrol Jonesboro, then the Marketing department will contact your facilitator and get your items to you. If you work at the Fort Smith location your items will be shipped to the Fort Smith facility and delivered to you at no cost.

WHAT DO I DO IF I NEVER RECEIVED MY ORDER, OR MY ORDER IS WRONG?

If either of these incidences occur, please contact Jami Pate via email at jpate@hytrol.com or by phone at 870-972-8962.

WHEN SHOULD I EXPECT TO RECEIVE MY ORDER?

With very few exceptions, expect your order to be delivered within 7 days.

DO I NEED TO CREATE AN ACCOUNT BEFORE ORDERING?

No, but creating an account will allow you to track your order and see previous orders you have placed.

