

## **GoHydrate™ Subscription Service Terms & Conditions**

Welcome to the GoHydrate subscription service. We are a Subscription Box program operated by Cristade Inc. MESTRENGTH dba GoHydrate, found at [www.drinkgohydrate.com](http://www.drinkgohydrate.com) (Our "Site") All Subscription Box purchases made through our Site are governed by these Terms and Conditions.

You must be at least 18 years old to become a member and purchase a Subscription from our Site. You have to live in the U.S. Sorry, we don't ship outside the United States, but check back often because things change! By using this Site, enrolling as a member of our Subscription program, and/or purchasing items through the program, you are agreeing to these terms (including automatic renewal of your subscription). Please review the terms in here so you can understand your options and obligations.

By purchasing a GoHydrate Monthly Subscription Box you agree to an initial and recurring Monthly Subscription Fee at the then current Monthly Subscription rate and you accept responsibility for all recurring monthly charges until you cancel your subscription.

### **Cancellation Policy:**

You may cancel anytime after the initial 3 months on any subscription subject to terms of our cancellation policy. By purchasing a GoHydrate Monthly Subscription Box you are agreeing to a commitment period of no less than 3 months. Any cancellations that occur AFTER your bill date each month will not take effect until the following month. Cancellations can be completed on your customer login dashboard. If for some reason you cannot access your login dashboard, you must email [contact@drinkgohydrate.com](mailto:contact@drinkgohydrate.com) at least 3 days before your bill date to cancel the following month.

### **How To Subscribe:**

To become a GoHydrate Subscription Box member, simply click any of the "Subscription" buttons located throughout the Site. You will be asked to submit your name and email address, provide your corresponding billing and shipping information, and answer a few brief questions. You will be charged immediately for your first Box. Boxes ship within 1-2 days from the date that you first purchased every month. Example: if you first purchase on April 1<sup>st</sup>, your subscription will mail by the 3<sup>rd</sup> of every month. Please note by signing up for our Subscription Box you are agreeing to allow us to contact you via email regarding promotions, product selections and other information regarding your Subscription Box.

### **Your Subscription Renews Automatically**

Unless you notify us three days before your bill date OR login to cancel or pause your subscription, your membership will automatically renew on your selected bill date. As a member, you authorize us (without notice to you, unless required by applicable law) to charge the price of one product shipment as identified by you when you created your subscription, plus applicable taxes, using the debit/credit card we have on file for you. From time to time, we may change the

price associated with certain subscriptions during the term of your membership. If that happens, we will notify you in advance, using the email address you provided us.

### **Shipping Details**

We ship using USPS via our fulfillment company Disc. Disc will send you an email when the subscription has shipped. Shipping occurs 1-2 days from order date. If shipment of your order is delayed, we will notify you via email. In the event your Box is lost by the mail carrier, please notify us. We will then work the Post Office to locate your missing package for a maximum of 7 Business Days from notification of lost mail. If your package cannot be located within the 7 Business Days we will reshipe your package. **Packages are not considered lost once they are marked as delivered by the Postal Carrier.**

### **Payment Options and Obligations**

We accept all major credit and debit cards. The card you provide will be used for all future purchases and charges, including your subscription renewals. Please keep a valid credit/debit card on file at all times, and do let us know if your personal information changes, such as your billing or shipping address. You agree that we may update your information with information your bank or credit card issuer may supply. If we cannot process a charge to your card (for example, the card has expired or we cannot obtain authorization from your card issuer), then the system will pause your subscription for that month and you will receive an email notifying you to update your credit card in your account. Once your credit card information is updated, your subscription will resume the following month. We are not responsible for any fees or changes that your bank or credit/debit card issuer may apply. If your credit card issuer reverses a charge to your credit card, we may cancel your subscription and suspend fulfillment of your subscription until payment is provided. Alternatively, we may also seek payment by another method through a mailed statement.

### **Returns**

No Returns: You may not return any products you receive. If you have concerns about the Subscription Box you have received or any of the products in it, please email [contact@drinkgohydrate.com](mailto:contact@drinkgohydrate.com). We will work with you to address your concerns.