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## HydraCoach, LLC Customer Service

### Returns Procedure:

#### **For Customers Who Purchased from a Retailer:**

If you are unsatisfied with the functionality of your HydraCoach and would like to return the product please contact the retailer from whom you purchased the product and follow their Returns Guidelines.

Before returning your HydraCoach we strongly urge you to contact us for help. We are committed to working with you to fix the issue and in most cases a simple email exchange can resolve the problem.

Our contact options are:

**Email:** [help@HydraCoach.com](mailto:help@HydraCoach.com)

**Phone:** 949-204-9830

#### **For Customers Who Purchased Directly from HydraCoach.com:**

If you purchased directly from HydraCoach via our website, [www.HydraCoach.com](http://www.HydraCoach.com) and would like to return the product please refer to the below requirements to qualify for a return.

To qualify for a refund, all the following conditions must be met:

- A return authorization must be requested from our customer service team within 30 days of your purchase date. To request a return authorization please email us at [help@HydraCoach.com](mailto:help@HydraCoach.com).
- You must return your HydraCoach to receive a refund. Your HydraCoach must be in good physical condition (not physically broken or damaged).
- The return authorization number must be included along with your returned product.

Additional terms and conditions:

- Shipping and handling charges, and taxes paid (such as state, customs, or VAT) are not refundable.
- You are responsible for all shipping charges and you assume the risk of loss or damage when the bottle is in transit back to HydraCoach.

#### **Returns Address:**

HydraCoach Returns Dept.  
P.O. Box 51701  
Irvine, CA 92619-1701

IMPORTANT NOTE REGARDING THIS POLICY:

**If your HydraCoach has the brand "Sportline" printed on the bottle please note they are not affiliated with HydraCoach, LLC.**