

# HYDROREX

## RETURN POLICY

Your satisfaction is very important to us and we will do all we can to work in case decide to return your product for whatever reason.

**TIME** - How much time from purchase does a user have to request a refund?  
No returns will be accepted after 30 days of receipt, with exception of warranty items.

**METHOD OF REFUND** - To the same form of payment used when purchased product

**PRODUCT CONDITION** - Must the product be new in box in order to return.

**REFUND CONTACT INFO** - You must request a Return Authorization first (RMA) by download it on this page <https://hydrorex.com> or request at [eli@hydrorex.com](mailto:eli@hydrorex.com) or by call us 281 989 1216.

**CHARGES** - Our standard restocking fee is 20% and user need to pay return shipping.

### WARRANTY POLICY

If you wish to send us a tool for warranty repair, please package it with a copy of the original purchase receipt, a description of the problem, along with your name, email, address and phone number. We will honor all of our manufacturer's warranty policies and repair or replace the tool under their specified terms.

Please package the merchandise carefully and send it to:

**Hydrorex**  
15514 Thistle Down  
Cypress 77429 TX USA

Please be prepared to provide the following information:

- RMA
- Invoice or order number
- Quantity
- Item numbers
- Your contact information

Send to: [eli@hydrorex.com](mailto:eli@hydrorex.com)