

Hopwater™ Return Policy

RETURN POLICY: UNSATISFIED PURCHASE: If you have used the product up to 25% and for some reason it does not live up to your expectations we will take it back without question. However, like returning any product back to a store; your time, effort, personal expense of gas, parking and vehicle wear and tear is a typical. Our policy is that shipping will only be partially compensated by us. What this means is that, returning the product will be your responsibility (like returning merchandise to a store) where we will gladly send a replacement or a completely different product of your choice (with adjusted price variances) and ship at our expense!

Alternatively, if you are absolutely and completely unsatisfied with our products, and you have used up to 25% AND it is within our 15 day return policy, please ship back, at your expense to Hopwater- 4605 Vista Drive, Island Lake, IL 60042 or contact admin@hopwater.com for further instruction. Once we've received your product within the 15 day policy period, we will issue you the refund of the purchase price, less shipping and handling, and using your original payment method. Typically, once a product is used, we only provide exchange services. If your product has not been used and we see no noticeable infiltration, we may under written and special circumstances return your product and refund you the purchase price, less shipping and handling, and less a 25% restocking charge, however, this is no guarantee for refund, if any.