

## **HYDROBOOSTSUPERWATER REFUND POLICY**

Effective Date: July 1, 2025

This Policy describes the terms of returns, refunds and exchanges applicable to products purchased from hydroboostsuperwater.com, operated by Aquaessence Tech LLC.

1. **RETURNS** Our policy is for 30 days from the date of purchase. If more than 30 days have passed, we cannot offer refunds or exchanges.

To be eligible for a return: - The product must be unused and in its original condition. - It must include the original packaging. - You must have the receipt or proof of purchase.

1. **REFUNDS** Once we receive and inspect your return:
  2. We will send you a confirmation email.
  3. We will notify you whether your refund has been approved or rejected.
  4. If approved, credit will be applied to your original payment method within 10 business days.
5. **ON SALE ITEMS** Only products purchased at regular price are eligible for refund. Sale or promotional items are non-refundable.
6. **COMPLIMENTARY INTRODUCTORY ORDERS**
  7. If cancelled prior to shipment: we will refund the shipping fee within 10 business days.
  8. If already shipped: we do not refund shipping.
  9. If you wish to return it unopened, you may ship it at your own expense to: Aquaessence Tech LLC Attn: Returns 2788 Shaughnessy Dr, Wellington, FL 33414, USA.

Once received, the value of the product will be refunded minus the cost of shipping.

1. **EXCHANGES** If your product arrived damaged:
  2. Take a picture.
  3. Send it to us at: [support@hydroboostsuperwater.com](mailto:support@hydroboostsuperwater.com)
  4. We will arrange for a replacement.
5. **SHIPPING COSTS**
  6. Customer assumes return shipping costs.
  7. Original shipping costs are non-refundable.
  8. If you receive a refund, the shipping cost will be deducted from the amount.
9. **INSURANCE AND TRACKING** For returns over \$75:
  10. We recommend using trackable or insured shipping.
  11. We do not guarantee receipt of the package without a tracking number.

For additional questions, please contact us at:

[support@hydroboostsuperwater.com](mailto:support@hydroboostsuperwater.com)