

Return to Vendor Policy

Basic Policy Information

The limited warranty provided by Hydro Flask® only covers manufacturing defects and does not include any damage or defect of any Hydro Flask® products caused by, whether directly or indirectly, any of the following: (i) improper use or misuse of the product; (ii) damage or defect caused by cleaning, disassembly, alterations, or modifications; or (iii) damage or defect caused by or resulting from wear and tear, abuse, fire, or Acts of God.

1. **Broken or leaking caps:** If your cap breaks or you notice a leak, do not send your flask to us. Instead, simply follow the link below to sign in and enter your warranty details. Please note you may be required to send us a photo of your cap to validate the claim. You will be responsible for the shipping charge to have the flask returned if you send the flask to us.

WHEN POSSIBLE, PLEASE REFER SUTOMER TO THEIR WEBSITE FOR THIS TYPE OF ISSUE

2. **Flasks that seem to have lost their insulating properties:** You can test the insulation of your flask at home with boiling water. Pour from a kettle or pot directly into the stationary flask, filling it all the way to the neck. Exercise caution pouring boiling water into the flask to avoid burns. Do not hold the flask while filling with boiling water. Also, do not place the cap over the flask. After about 5 minutes, feel the outside of the flask (below the neck). If you feel any hot spots, the insulation has been compromised and you are eligible for a replacement.

YOU CAN REPLACE OR REFUND THEIR PRODUCT AND RTV THE FAILED PRODUCT

3. **Rattling flasks:** The rattle you hear is a small metal disc that sits between the double wall of your flask and aids in the vacuum insulation process. Sometimes the disc becomes dislodged, creating a small noise or rattle. This will not affect the insulation or structural integrity of your flask. However, if it is an annoyance, we will exchange it for a new flask.

WHEN POSSIBLE, PLEASE REFER SUTOMER TO THEIR WEBSITE FOR THIS TYPE OF ISSUE

Exceptions

SEE LIST ABOVE FOR FULL DESCRIPTION FROM HYDRO FLASK

Vendor Requirements (Proof of Purchase, Etc.)

Warranty Links and/or Additional Information

https://faq.hydroflask.com/en_us/faq-s-product-warranty-ryhfn7dNo?_gl=1*1h09aom*_ga*NTU2NzZM2NzQ5LjE2NzY1Njg2NzQ.*_ga_YBMP6KQ554*MTY3NjU2ODY3NC4xLjAuMTY3NjU2ODY5NC4wLjAuMA..

RTV VENDOR INFORMATION

