

Return to Vendor Policy

HYDRAPAK

Basic Policy Information

If possible direct the customer to Hydrapak website to get it repaired or replaced. If they are not willing, you can accept the return and send it to RTV. If you notice defects on new items that have recently been received into the store, please RTV immediately.

Here is what Hydrapak has to say:

“We go above and beyond with every product we make, our warranty is no different. If you experience any failures due to the product's manufacturing or materials, we'll repair or replace the item for free. Whatever it takes for you to keep the adventure going”.

Exceptions

Vendor Requirements (Proof of Purchase, Etc.)

Warranty Links and/or Additional Information

<https://hydrapak.com/pages/warranty>