

USA Policy

Hyperice stands behind the premium quality and technology in our products and value the satisfaction of our customers. In order to uphold our warranty, we ask for all customers to save their proof of purchase in case there are any issues with the product. **If you are not fully satisfied with your purchase, let us help you with a replacement, return or repair. Some restrictions may apply.**

Returns/Refunds:

If you are not 100% satisfied with your purchase, you have 30 calendar days from its original purchase date to return the product and receive a full refund.

To be eligible for a refund, your item must be in its original packaging, include all accessories, and proof of purchase. Refund will be issued once the item has been received and inspected. If a product is not in the original condition, a fee may apply.

Defective Products

Hyperice stands behind all of its products. If your product has a material or workmanship flaw, please contact customer support.

1 Year Warranty

If within one year from the date of purchase, this product fails due to a defect in material or workmanship, Hyperice Inc. will repair or replace the product, or necessary components, free of charge.

This warranty excludes:

- (a) damage caused by accident, abuse, mishandling, or transport
- (b) units subject to unauthorized repair
- (c) units not used in accordance with Hyperice case instructions
- (d) damage exceeding the cost of the product;
- (e) deterioration of the delivered product resulting from abnormal storage and/or safeguarding conditions on the client's premises, and
- (f) failure to provide the dated proof of purchase

Vyper

The 1 year warranty covers the inner components with proof of purchase. Damage to the exterior is not covered under the warranty and cannot be repaired or replaced.

Please contact customer support for assistance [\[link\]](#).