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Hydro flask warranty tracking

This is the inside of a Hydro Flask that was forgotten and left in the car for a long time. (It wasn't me, BTW). Not sure what caused the corrosion. The outside of the rim had gotten a little rusty as well. Granted, the bottle was neglected and small-kine abused, but I thought it still shouldn't have corrode like it did. I decided to try and see if Hydro Flask would honor the lifetime warranty. I went online and filled out a claim form here: Hydro Flask warranty. A few days later I received an email with instructions on how to return the bottle. The email also has a shipping label for me to use. It said you had to put the label directly on the bottle. No box or anything. Easily! It cost me \$7.15 (including USPS tracking) to mail the bottle back. While I waited, I received two emails from Hydro Flask informing me of the progress. One said she had the damaged bottle and another email a few days later said they were shipping out of the replacement. In no time, I got this box in the mail. Very, very great, Hydro Flask! Why doesn't my Hydro Flask have a registered trademark symbol? Newly produced Hydro Flasks do not have a registered trademark symbol next to our logo. This decision was made to improve the presentation of the logo on our bottles. The absence or presence of a Hydro Flask registered trademark or R symbol next to our logo is not an indicator of authenticity. Do you offer Afterpay or Zip Pay? Unfortunately, we do not offer these as payment methods. We accept Visa & MasterCard. Payment cards with a Visa or MasterCard logo will also be accepted. Unfortunately, cheques, money orders and AMEX/VISA/MC/DISCOVER gift cards are not accepted. Do you need an o-ring seal for your coffee head lid or wide mouth flex cap lid? Fill in the warranty page with your shipping details and we'll send you a replacement. Not stocking an item you really want? Use> to make sure a retailer near you has what you want. How long does it take for my order to arrive? We ask for two working days to process and ship your order. You will receive a shipping notification with a serial number as soon as your order leaves our warehouse. We use Australia mail and your order ships from North Wollongong NSW 2500. Check australia post's website for delivery estimates. Can I get items available on the US site? At this time, we can only offer what is available on our site. We hope to expand our range in the future. Can I pre-order? We do not offer pre-orders. We'll let you know when we hit it again. Note: Popular colors Sold out quickly, so you have to be fast! I want to personalize my bottle, can you do that? We don't have the ability to personalize individual bottles. We adhere to a strict 30 day returns returns Unfortunately, if 30 days have passed since your purchase, we will not be able to offer a refund or exchange unless there is an error with the product to be returned, as described in our warranty guidelines. To be eligible for a return, your item must be unused and in the same condition as you received it. It should also be in the original packaging. Additional non-return items:Gift cardsDownloadable software productsTo complete your return, we need a receipt or proof of purchase. Do not send your purchase back to the manufacturer. There are certain situations where only partial refunds are granted (if applicable), including:Any item that is not in original condition, is damaged, or misses parts for reasons not due to our errorEvery item returned more than 30 days after delivery (if any) Once your return has been received and inspected, we will send you an email to let you know that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you're approved, your refund will be processed and a credit will automatically be applied to your credit card or original payment method within a certain number of days. Late or missing refunds (if applicable)If you have not yet received a refund, check your bank account again first. Please contact your credit card company, it may take some time before your refund is officially posted. Contact your bank now. There is often some processing time before a refund is posted. If you have done all this and you have still not received your refund, please contact us via the contact page of our website. Merchandise (if applicable) Only regular priced items can be refunded, unfortunately sales items cannot be refunded. Exchanges (if applicable) We can only facilitate replacement for items that are considered defective or damaged during transport under warranty guidelines. If you believe this is the case and would like to redeem your purchase for the same item, please contact us via the contact page of our website. Shipping * Please note that we do not offer express or international shipping. We ask for two working days to process and ship your order. You will receive a shipping notification with a serial number as soon as your order leaves our warehouse. Our \$10 fixed shipping fee will be charged if your order is less than \$150. We use Australia mail and your order ships from North Wollongong N.S.W 2500. Check out australia post's website delivery estimates. *Make sure your address is up-to-date and entered correctly. If you entered the incorrect address and your order was shipped and returned, you'll be charged again to have your order resent. *If you do not pick up your package at the post office, the order will be returned to us. We will refund you the cost of your item and you must *We are not responsible for delivering your order to the wrong address if the incorrect information has been provided. * Contact us as soon as possible if your package has arrived damaged. You need images of the box and unused bottle to start your claim. *We do not accept claims for damages if the labels have been removed and the bottle has been used. *All items have been checked and scanned for quality before they are shipped. Damage/blemish claims must be resolved as soon as possible (within 24 hours of receipt) Items must be labels on and unused to qualify for damage/blemish claim to move forward. To return your product, please contact us via the contact page with us on our website, and a customer service consultant will be able to view this with you, if applicable providing you with a Return Authorization (RA) number, as well as the return address and procedure. You are responsible for paying your own shipping costs for returning your item. If you receive a refund, the shipping costs of the order will be deducted from your refund. Depending on where you live, it may take before your exchanged product reaches you. Call us: 888-584-9376 M-F | 6:00 - 15:00 PacificONLINE ORDERSReturnsHOLIDAY SHIPPINGSHIPSHIPPING & HANDLINGPRODUCT CAREPRODUCT WARRANTYWw which payment methods does Hydro Flask accept? We accept Visa, MasterCard, Discover and American Express. Payment cards with a Visa or MasterCard logo will also be accepted. Unfortunately, cheques, money orders and AMEX/VISA/MC/DISCOVER gift cards are not accepted. Yes, debit cards with a Visa or MasterCard logo are accepted. Why are my credit or debit card charged for two charges? Sometimes credit/debit card statements contain two transactions, but this is only temporary. When a purchase is made, authorization fees are charged on credit cards that have money temporarily in an account. This is not really a surcharge on your card. Once the order is shipped, this authorization will be approved and you will charge your account. The permit is released at a maximum of 72 hours from the time of order. The address I typed is correct, but the website doesn't accept it. What should I do? Does the typed address match the address on file with the credit card company? If you are still experiencing a problem after verifying that the address matches, call our customer service at 888-584-9376 for further assistance. Why doesn't my Hydro Flask have a registered trademark symbol? Newly produced Hydro Flasks do not have a registered trademark symbol next to our logo. This decision was taken to make the presentation of the logo on bottles. The absence or presence of a Hydro Flask registered trademark or R symbol next to our logo is not an indicator of authenticity. Why do the new Hydro Flask Wide Mouth bottles look different? We have increased the silhouette and the design of our Mouth bottles to align with the rest of our bottle line-up. This evolution comes without compromising performance - cold remains icy cold for 24 hours, and warm remains piping hot for 12 - just as always. There are a few differences in the new design, as noted by the graphics below. What should I do if my promotional code doesn't work? Make sure you entered the promotional code number exactly as shown, with no spaces. In addition, make sure that the date you use the promotional code falls into the applicable date range. Once these are confirmed, if the issue persists, please contact our customer service at 888-584-9376.Products purchased on the Hydro Flask website can be returned to Hydro Flask for a full refund within 30 days of the purchase date. To be eligible for return, the products must be in unused condition with the original packaging intact. If you have purchased a Hydro Flask from one of our dealers, please contact them directly for their return policy. My Hydro Orders: Because all My Hydro™ orders are made to unique you, they are not eligible for returns. Here's what you need to do: you return your purchase up to 30 days after the purchase date. Obtain an RMA number by calling our customer service team at 888-584-9376. Mail the return package to:HYDRO FLA FLASK,attn: RETURNS3890 HWY 51 N.Southaven, MS. 38672 Please refer your order number to your HydroFlask.com purchase. Clearly make a reference to your RMA number that you have inherited from our customer service team. We recommend selecting a traceable shipping method and keeping track of tracking information for your records until the return is complete. Refunds take approximately 4 weeks after we receive your product. Shipping costs will not be refunded. We do not accept COD deliveries. Your credit card account shows the difference in purchase amount on your next statement, depending on the issuing bank or billing cycle. If you have any questions, call us free of charge 8:00 – 17:00 PST at 888-584-9376 or visit our contact form. We want to make sure that you receive all your Hydro Flask orders in time for the holidays. In preparation for known delays from the postal carrier, we recommend the following ordering guidelines: For FedEx Ground, we recommend placing orders for your holiday festivities as soon as possible. There are active FedEx Ground carrier delays. The holidays are a very busy time and it is possible that packages will not be delivered as quickly as normal. As a result, we cannot guarantee that your order will be on time for your holiday parties. We advise you to err on the side of caution and place your order as soon as possible. If you have any questions, our customer service team ready to answer them: 888-58-HYDRO. Happy Holidays from your Hydro Kolf team! How long does it take for my order to arrive (including processing and shipping)? Depending on shipping costs selected and the type of order placed, processing and shipping times vary. See the chart below as a quick reference guide. Orders are only processed and shipped during business hours, so please note that the estimates below do not include nights, weekends, or holidays. If you see a delayed shipping message on the website, expect additional processing and shipping days next to the timelines below. Two-day delivery orders placed before 9:00 a.m. PT for two-day delivery are processed the same day and arrive within two business days. If orders are placed after 9am PT, they will be processed and shipped the next day, arriving on the third business day. For example, if an order is received before or at 9:00 a.m. PT on a Wednesday, you will receive your order for Friday. If the order is placed on Wednesday after 9:00 a.m. pt, you expect your order to be delivered on the following Monday. Please note that, as with all our shipping methods, two-day shipping estimates only apply to business days. If you place an order on Friday, your order will arrive on Tuesday (order is placed before 9:00 am PT) or Wednesday (order is placed after 9:00 am PT) the following week. My Hydro™ ordersWe strive to make every My Hydro™ to be unique. Therefore, they are executed separately from other Hydro Flask orders in an exceptional location that provides fast and reliable shipping. To purchase other Hydro Flask products while ordering your My Hydro™, two orders must be completed (one on MyHydro.HydroFlask.com and one on HydroFlask.com) and two shipments are required. Shipping MethodProcess TimeShipping TimePriceFedEx Ground24 - 48 hours1 - 5 business days Free at \$30+ Two-day shipping for orders placed before 9am PTSame working day1 - 2 business daysExleves depending on weight weight weight and size Two days shipping for orders placed after 9am PTSame working day1 - 2 business days depending On Weight differences and the size of the order two days shipping for orders placed after 9:00 a.m. PTNext working days at 9:00 am PT1 - 2 business daysExever depending on the weight and size of the orderMy Hydro™ FedEx Ground1 - 3 business days1 - 5 business days Free at \$30 +Once your order is shipped, we will send you an email with the shipping and tracking information. Using the specified serial number, you can track your order by going to the FedEx or USPS website to track your new Hydro Flask on its journey from our warehouse to your destination. If you have any questions, please contact us. Can I send to APO/FPO addresses? Yes, but you should contact us directly for prices, times and other Depending on the country, there may be additional costs due to customs, tariffs or taxes. Send an email or call 888-584-9376 for a shipping offer. Can I send to international addresses? Unfortunately, no. Hydro Flask does not currently ship to international destinations. Can I ship my order to someone else or another address? Yes! Orders can be shipped to another address than the billing address. During the ordering process, you will be given the option to Send to this address or Send to another address. At that point you enter a different shipping address. How are shipping costs determined? Orders of \$30+ will receive free FedEx Ground shipping. Otherwise, shipping costs will be shown in the lines below. We offer you the option to upgrade your shipping to FedEx on most orders on 2 days. That price is determined by FedEx by the weight and size of the products within your order. Shipping MethodProcess TimeShipping TimePriceFedEx Ground24-48 hours1-5 business days Free at \$30 + Two-day shipping for orders placed before 9am PTSame Business Day1-2 business daysDifferent depending on the weight and size of orderTwo days shipping for orders placed after 9.2 00 hour PTNext working days at 9am PT1-2 workdaysExessions depending on the weight and size of the orderMy Hydro™ FedEx Ground1-3 working days1-5 business days Free at \$30 + Do I really get free shipping if I spend \$30+ + ? Yep, it's true! Hydro Flask offers free FedEx Ground shipping on qualified orders: \$30+ subtotal or using a free shipping discount code. Valid in the United States, including Alaska and Hawaii.Free shipping does not apply to Pro Deal orders and cannot be combined with some promotional discount codes. Your Hydro Flask is a lifelong companion. Follow the simple maintenance steps below and your bottle will continue to provide the sheer refreshment you love in years to come. How to Care For The Bottle Before Initial UseHand-wash your bottle and cap it with hot, soapy water. Rinse the flask and cap and it's ready for adventure. Things you shouldn't do with your Hydro Flask BottleHand-wash your bottle and cap with hot, soapy water. Rinse the flask and cap and it's ready for adventure. Put your flask through the dishwasher or enjoy the outside in hot water: The dishwasher can get warm enough to affect the insulation properties of the flask and discolor the powder layer. Similarly, soaking your entire bottle in hot water can discolor the powder layer. Put your Hydro Flask in the freezer: Due to the double wall vacuum insulation, the water inside will be protected from the temperature in the freezer and will not freeze. If you want ice cold water, put some ice cubes in your bottle and notice how long it takes to melt! Put your flask on the stove: Due to the double wall vacuuming property of the flask, the outside temperature will not change the indoor temperature. If you place your flask on some kind of stove or heat source, the heat will damage the outside of the flask. Soak or put the Flex Cap, Wide Flat Cap, Stainless Steel Flat Cap or Loop Caps by the Dishwasher: the Flex Wide Flat Cap, Stainless Steel Flat Cap, Standard Loop Cap and Narrow Loop Cap can get water when walking through the dishwasher or leave it under water for a long time. Instead, we recommend washing them by hand with hot, soapy water, rinsing and letting them dry. Use bleach or chlorine to clean our products: These chemicals will ruin stainless steel and rust; therefore, they should not be used on our products. Things to do with your hydrofrot bottle bottle was your flask with a bottle brush: Shop our cleaning accessories and use the Bottle Brush and Straw & Lid Cleaning Set as often as possible. Use white distilled vinegar for cleaning: You use household white distilled vinegar to help remove stains or discoloration on the inside of your bottle. We recommend putting 1/2 cup of vinegar in your flask, gently swirling the vinegar around to wash any affected areas, and let it sit for 5 minutes. Rinse thoroughly with warm water and repeat if necessary. Use baking soda for cleaning: For those stubborn stains in your Hydro Flask, mix 2-3 tablespoons of baking soda with a small amount of warm water to form a scrubbing paste. Dip the bristles of your bottle brush into the paste and work pasta in affected area on the inside of your bottle. Repeat if necessary until stains disappear. Wash your Hydro Flip Lid and Wide Straw Lid in the Dishwasher: The Hydro Flip Lid and Wide Straw Lid are top-rack dishwasher safe. The cap can last longer if washed by hand, but if it needs to be deep cleaned, the dishwasher is acceptable. Hydro Kol® guarantees every Hydro Flask® product with a limited warranty against manufacturer defects! Hydro Flask® Lifetime WarrantyHydro Flask Hydration, Tumbler, Coffee, Beer, Wine & Spirits, Nutrition, Hard Good Batteries, Hard Good Accessory Products and Journey Series have a limited lifetime warranty against manufacturer defects for the life of the product. Hydro flask replaces any product found to be defective within the scope of normal and appropriate use. Replacement parts are used to address defects when available. Hydro Kol® 5-year limited warrantyHydro Kolf Unbound Series Soft Cooler Pack, Hydro Kol Unbound Series Soft Cooler Tote, Tag Along Small Bottle Sling, Tag Along Large Bottle Sling, Lunch Tote, Insulated Totes and Lunch Boxes have a limited 5-year warranty against manufacturer defects. Hydrokolf replaces any eligible product that is found to be defective within the scope of normal and appropriate use. Replacement parts will be used to address the defects if available. A receipt can be requested to verify the date of purchase. Hydro Flask Satisfaction GuaranteeAll Hydro Flask Apparel carries a 100% satisfaction guarantee. If for any reason you also not satisfied with the finish, fit or style of your Hydro Flask clothing, it can be returned within 30 days of the first purchase for a refund or replacement. Contact our customer service team at 888-584-9376 to authorize your return. Before Before a warranty claim, please read the following: Broken or leaking caps: If your cap breaks or you notice a leak, do not send your bottle to us. Instead, follow the link below to log in and enter your warranty information. Please note that you may need to send a photo of your cap to validate the claim. You are responsible for the shipping costs to have the flask returned if you send the flask to us. Flasks that seem to have lost their insulating properties: You test the insulation of your home bottle with boiling water. Pour from a kettle or pot directly into the stationary flask, filling it all the way to the neck. Be careful pouring boiling water into the flask to prevent burns. Do not hold the flask while filling with boiling water. Do not place the cap over the flask either. After about 5 minutes you will feel the outside of the flask (under the neck). If you feel like a hot spots, the insulation is affected and you are eligible for a replacement. Flasks that are damaged during the shipping process: Contact us if you have ordered your flask from www.HydroFlask.com and have arrived damaged. If you use your flask, we cannot replace it due to damage to shipping. We will send you a pre-paid shipping label to return the damaged flask and will send you a replacement flask upon receipt. Rattling flasks: The rattle you hear is a small metal disc that sits between the double wall of your flask and helps with the vacuum isolation process. Sometimes the disc is loosened, causing a small sound or rattle. This does not affect the insulation or structural integrity of your flask. However, if it's an annoyance, we'll swap it for a new bottle. My hydro warranties: If you need to claim your My Hydro product(s) under our lifetime warranty, we cannot offer the full configuration as a full warranty. We handle every warranty on a case-by-case basis, but cannot guarantee that every piece of your My Hydro will be available for warranty. International Warranty Claims: If you have purchased your Hydro Flask® from a European retailer, contact that retailer to file a warranty claim and avoid unnecessary shipping and delay. European-based consumers, if you don't have a retailer in your region or have bought your Hydro Flask® outside your area/country, please visit our Europe website for more information (link in footer). If you have purchased your Hydro Flask® from a Canadian retailer, please contact that retailer to file a warranty claim and avoid unnecessary shipping and delay. Warranty claims are only approved by Hydro Flask® if the product has been purchased from a licensed dealer. This warranty is limited to the life of your Hydro Flask® product, such as by or subject to applicable law. Hydro Flask's limited warranty® only covers manufacturing defects and no damage or defect of hydro flask® products directly or indirectly caused by one of the following products: (i) improper use or misuse of the product; (ii) damage or defect caused by cleaning, dismantling, alterations or modifications; or (iii) damage or defect caused by or as a result of wear, abuse, fire or actions of God. Please note that your warranty claim Hydro Flask® is replaced by the same size and colour of Hydro Flask. If the size and color are no longer available, it will be replaced by one of similar size and color and will not be of less MSRP value. Unfortunately, replacement flasks cannot be adjusted under warranty. If you have a stock with a custom logo, we cannot shield or engrave the illustrations on your return flask. Those who have bought engraved flasks will not receive an engraved flask that they will receive under our warranty replacement policy. Hydro Kolf® under no circumstances liable or responsible for damage, loss, costs or costs, including occasional or consequential damage. Some states do not allow the exclusion or limitation of incidental or consequential damage, so the above exclusion or restriction may not apply to you. This guarantee gives you specific legal rights, and you also have other rights that vary from state to state. 8/8/2019 UPDATE: YOU MUST RESEND YOUR WARRANTY PRODUCT TO HYDRO FLASK FOR VERIFICATION BEFORE YOU RECEIVE A REPLACEMENT PRODUCT UNDER WARRANTY. Follow the link below to log in and enter your warranty details. We will contact you about your next step. Step.

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