HIMS, Inc.

# Product Return Policy

HIMS, Inc. customers have 30 days from date of shipment to return eligible purchases for a full or partial refund. All returns will be evaluated and may be subject to a restocking fee. Customer will be responsible for return shipping. For customer convenience, HIMS may provide a return label, in which case shipping costs will be deducted from any refund.

# Return Product Evaluation:

Products will be evaluated for the following:

* Product, accessories, and original packaging must all be included and in like-new condition.
* Original package has been opened — Yes — No
* Missing accessories and user damage to products or packaging will be assessed for actual repair or replacement value and will be factored into any refund calculation.

# How to Return:

A Return Merchandise Authorization (RMA) number must be obtained from HIMS, Inc. prior to returning any eligible product. RMA numbers must be clearly posted on the outside of all shipping containers. Merchandise received by HIMS, Inc. without an RMA number will be refused and returned to sender at customer expense.

To return products to HIMS, Inc., please contact our Technical Support Department to obtain a Return Merchandise Authorization (RMA) number and return shipping instructions.

* Phone: (512)-837-2000 Ext. 1.
* E-mail: support@hims-inc.com.

If your product was purchased through an authorized HIMS distributor, please contact them to initiate the return process. Please ensure the merchandise is packaged efficiently to avoid damage in transportation as this is the responsibility of the purchaser.

Once an RMA shipment has been received and evaluated, we will issue any refund due (excluding shipping fees.) All refunds will be processed according to the original payment method.

# Out of Box Failure:

If a product is returned due to manufacturer defect within 30 days of original shipment, HIMS, Inc. will be responsible for return shipping and repair or replacement of the defective product.