

HOLLISTER GUARANTEE

We stand behind our products and quality controls. If you are not satisfied with a Hollister product you purchased from one of our authorized sellers in the United States, we want to make it right.

Please note that because we are unable to control the quality of our products sold by unauthorized sellers, unless otherwise prohibited by law, the Guarantee is not available for products purchased from unauthorized sellers, including unauthorized internet sites. The Guarantee is also limited to original, end-user purchasers in the United States.

How To Claim The Guarantee

To submit a Guarantee request, please [contact us](#) and have information available regarding where and when you purchased your product, an explanation of why you are dissatisfied with the product, in addition to your product reference number and LOT number (found on your product box; see image below).



You may also be asked to provide proof of purchase, submit photos of your product or its packaging, or provide other information to assist Hollister in processing your request.

Please note that you must submit your Guarantee request prior to the expiration of your product. Please note that you are responsible for costs incurred in mailing any requested materials to Hollister.

Guarantee Guidelines

Hollister reserves the right to verify information, require a valid proof of purchase, and to deny Guarantee requests in its discretion in cases of suspected fraud or where Hollister concludes that the purchaser has abused the Guarantee. Hollister may amend or terminate the Guarantee at any time without notice.

If you have any questions regarding whether a seller is an authorized seller of our products, please [contact us](#).

Effective: January 1, 2025