



HENKEL 60-DAY SATISFACTION GUARANTEE

At Henkel, we stand behind our products and quality controls. If for any reason you are not satisfied with a Henkel product from the brands listed at <https://www.henkel-northamerica.com/company/partners/authorized-seller-program> that you purchased from one of our authorized sellers in the United States, you may request a refund within 60 days. Please note that because we are unable to control the quality of our products sold by unauthorized sellers, unless otherwise prohibited by law, the Henkel 60-Day Satisfaction Guarantee ("Guarantee") is not available for products purchased from unauthorized sellers, including unauthorized internet sites. The Guarantee is also limited to the original, end-user consumer purchaser in the United States.

How To Claim The Guarantee

To submit a Guarantee request, please contact us through HenkelMBG@henkel.com or call 1-800-457-8739 to provide information regarding where and when you purchased your product and a description of why you were not satisfied. You will be required to provide a scan or photograph of the original, store identified sales receipt and the back label from your product showing the UPC in order to qualify for a refund.

You must submit your Guarantee request within 60 days of the date of purchase. Please note that you are responsible for costs incurred in mailing your product and proof of purchase.

Guarantee Guidelines

Henkel 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 abuse of the Guarantee. Henkel may amend or discontinue the Guarantee at any time without notice.

If you have any questions regarding whether a seller is an authorized seller of Henkel products, please contact us at policyadmin@henkel.com.

Effective: March 1, 2025