

At Hyperice, we strive to deliver an elevated customer experience and find solutions for everyone. Our Hypercare team will offer expert guidance to enhance your well-being and allow you to move better.

HYPERICE® VALUED PARTNERS & THEIR CUSTOMERS



As a valued partner, the Hypercare Team will provide exceptional support for all Hyperice products purchased through your organization.

Support Services:

- Answer all Hyperice product usage and education inquires
- Troubleshoot any Hyperice product concerns
- Assist with product warranties

OUR PILLARS



Empathize & Uplift



Spread Positive Energy



Listen Actively
& Find Solutions



Empower & Inspire
Through Education



Cultivate Meaningful
& Long-Lasting Relationships

SUBMIT A CARE REQUEST

Follow these three easy steps and we'll take care of the rest!

Step 1 - Email Us

Email: hypercareplus@hyperice.com

Subject line: HYPERCARE PLUS

Please include the following in the email body:

- Customer name
- Customer email
- Product date of purchase
- Inquiry details

Step 2 - We'll Respond

The Hypercare team will reach out to the customer within one business day.

Step 3 - Confirmation

We will notify you once we have contacted the customer and the inquiry has been resolved.

* Hyperice cannot accept returns or exchanges for orders purchased through your organization.

CONTACT

hypercareplus@hyperice.com

* This email is exclusive for valued partners and not to be shared with customers.