

Dr. Joel Kaplan, Inc.

Satisfaction Guarantee

In appreciation of your business, and to demonstrate our confidence in the products we make, your purchase of an official Dr. Joel Kaplan pump or pump system now comes with something extra. In addition to the standard 90 day warranty, we now offer a 100% Satisfaction Guarantee. We want you to be completely satisfied with the products you buy – be it a pump, cylinder, or complete system. The Dr. Joel Kaplan 100% Satisfaction Guarantee is our ongoing promise to you that we will do whatever it takes to make sure that you are totally satisfied with what you buy from us for 30 days from the date of receipt. Dr. Joel Kaplan is the only person in the business with enough confidence in his products to offer you this unique purchase protection, letting you buy risk free!

What's covered by the 100% Satisfaction Guarantee?

It covers every piece of our pump systems, every pump, every standard non-custom cylinder, and every fitting – every official system that sells in the U.S., Canada and Mexico, excluding the following: consumables; special orders; opened items; and novelties.

100% satisfaction is always just a call away.

What happens if your product doesn't perform to your expectations? What if you're unsure about how to get the most from your product or how a pump system should work? Put the 100% Satisfaction Guarantee to work by calling our Customer Satisfaction Team at 1-619-294-7777. Your representative will find the best solution for your question or problem, guaranteed, and make sure that you are satisfied with the result. Count on us to do whatever it takes to make it right for you!

It's one more reason to choose Dr. Joel Kaplan's official product line.

He already offers you the competitive prices you expect; the durable, high quality equipment you need; and the tech support you rely on. The 100% Satisfaction Guarantee gives you extra purchase protection not available from other manufacturers – and provides one more smart reason to buy our products.

The added purchase protection and peace of mind you deserve.

Although the product you purchase comes with one of the most comprehensive warranty programs in the industry, the 100% Satisfaction Guarantee goes further by providing you with an extra measure of purchase protection. In the rare instance of a product defect, the product warranty will cover any repair or replacement necessary in the first 30 days from when you receive it. Now, you'll also have the Dr. Joel Kaplan Customer Satisfaction Team standing by to help with any other issues or problems that might arise. Our 100% Satisfaction Guarantee is an extra benefit you receive, in addition to the product warranty.

How to take advantage of the 100% Satisfaction Guarantee.

1. Purchase any pump, cylinder or official system accessory.
2. Contact us to register the 100% Satisfaction Guarantee.

So that we can easily identify you and what you purchased, be sure to include the

product name and model; your name and address, and how you would like to be contacted.

3. Relax and enjoy using your new Dr. Joel Kaplan products. We'd love to hear about how much you like these products too! We welcome any and all feedback you might have about our products!

If you experience a problem with your new product or find you're not getting the results you expected, contact our Customer Satisfaction Team at 1-619-294-7777, Monday–Friday, 7:00 a.m. to 7:00 p.m. P.S.T., or email us at support@drjoelkaplan.com. We're ready to help you work out whatever solution best meets your needs. After business hours, leave a voice mail message or email us and we'll get back to you the next business day.

The next century of Male Enhancement.

Thanks to the support of customers like you, we're celebrating 20 years of success and innovation – and we look forward to another 20 years of providing male enhancement solutions.

Dr. Joel Kaplan, Inc.
1220 Rosecrans Street
Suite 128
San Diego, CA 92106
(619) 294-7777
support@drjoelkaplan.com