



## MYPLEASURE REDEFINES CUSTOMER RELATIONSHIPS

Building strong customer relationships is our top priority at MyPleasure. We take pride in our wide selection of the finest-quality products, our generous returns policy, 100% secure shopping, discreet packaging and a flawless fulfillment system. Our consistent policy toward ensuring the happiness of our customers has earned us a repeat purchase rate averaging over 30%, a remarkable statistic that clearly sets MyPleasure apart from the competition.

### The Selection Process

Our product development team undergoes a rigorous process in identifying potential products. After narrowing the selection to only the most unique and high-quality products, the most appropriate member of our executive team personally tests each product, giving honest and thoughtful recommendations about what MyPleasure should offer to its customers. This vigilant screening process ensures products are safe, well constructed, durable and effective. No product is sold unless it's given the thumbs up—we reject over 95% of the products we test!

### The Privacy Principle

At MyPleasure employs state-of-the-art privacy software that ensures no credit card number is ever stored anywhere on the site, making it impossible for unscrupulous people to “hack” into our site and steal your personal information. MyPleasure never sells, trades or shares its customers’ personal information with any other company, so customers don’t have to worry about unsolicited telemarketers or email spammers contacting them.

### 100% Discreet Shopping

To ensure your complete privacy and help you avoid potentially embarrassing questions when your order arrives, MyPleasure ships all its products in discreet packaging, with the return address listed as “Sawhorse Enterprises,” the name of our parent company. Furthermore, your credit card statement will reflect this same company name, just in case you want to keep your purchase completely private!

### On-time Fulfillment, Every Time

By using a fulfillment center that employs advanced technology, MyPleasure is able to ship out products in record time, ensuring you receive your product when you want it. Choose low-cost shipping for no-rush orders, or pay a little extra for next-day delivery. We guarantee you’ll get the right order, right on time.

### Unconditional Returns

Our policy is simple: MyPleasure stands by its products 100%. Unsatisfied customers can return any product for any reason within 90 days of purchase, a policy unique in the adult industry, where most companies do not accept returns for any reason, including manufacturer’s defect. MyPleasure is so committed to the idea of complete customer satisfaction that we accept returns without question, extending product warranties to a year, regardless of the manufacturer’s original warranty—if there even was one!

### Unparalleled Customer Service

If our customers aren’t completely happy with their experience at MyPleasure, we encourage them to let us know so we can continually improve our service. We offer 24-hour customer response via email or live service during business hours. Our representatives are friendly, knowledgeable about our product offering and committed to providing our customers with the best service possible. As our website promises, “Your Pleasure is Our Business”—and we mean it!