

Your Essential Guide to Unlocking
Hermes Online Store's Full Potential

Insider Guide

by

orangebox insider

WELCOME TO THE *INSIDER* COMMUNITY!

Thank you for subscribing to Orangebox Insider!

We have prepared this exclusive Insider Guide for our valued community members who trust and subscribe to us. Inside, you'll find key tips and strategies proven to help you successfully secure your next Hermes bags.

We update this guide weekly with the latest insights from our global community. When you subscribe to a new plan, you'll receive the most up-to-date information, giving you a much higher success rate in obtaining your dream Hermes bags.

We look forward to embarking on this exciting Hermes journey with you!

-Mingwen

Insider
Tips

HERMES US ONLINE STORE RESTOCK TIMINGS

Typically, restocks occur Monday to Friday, between 9 am and 12 pm East Coast time, which is 7 am to 9 am Pacific time.

However, on August 30, 2024, the day before Labor Day, the online store restocked a large number of bags at 3:30 pm in New York. Restocks rarely happen on weekends, though I did encounter it twice in 2023.

This general rule applies to overseas stores as well.

HERMES US ONLINE STORE BAG QUOTAS IN A YEAR

Hermes adjusts its quota policy as deemed appropriate.

Over the past year, I've seen Hermes change the policy three times. The most recent change, in August 2024, limits each account to one bag semiannually. This means that during the Spring/Summer season, customers can purchase one bag per account, with the quota resetting at the start of the Fall/Winter season.

The Spring/Summer season runs from January to June, while the Fall/Winter season runs from July to December.

Hermes often lifts this restriction during the holiday season, likely recognizing it as a prime gifting period.

HERMES ONLINE STORE BLOCKED ME . . .

As frustrating as it may be, Hermes uses one of the most sensitive bot-blocking mechanisms in the world! I encounter blocks daily, so don't worry—you haven't done anything wrong.

Here are three steps you can take to resolve the issue:

📍 First, turn off Wi-Fi and access the product link using your phone's mobile network. This resolves 90% of block issues. If you're browsing on a laptop, try connecting via your phone's hotspot.

📍 If that doesn't work, keep Wi-Fi off and reboot your web browser or mobile device.

If none of the above works, don't worry—the block usually lasts less than a few hours.

“DARN INTERNET” ERROR MESSAGE

The “Darn Internet” message means 3 things:

- ♥ The product is under preparation
- ♥ The product is sold out for the day
- ♥ The product is out of stock

When you click through product links from us, and you see “*Darn Internet*”, don’t be confused-- Standby on the page, and the bag should pop up in a few minutes.

Pro tip:

Avoid refreshing the “*Darn Internet*” page, as that triggers Hermes bot-detection mechanism.



CHOOSE THE RIGHT PAYMENT METHOD IS CRUCIAL!

You may not realize it, but choosing the right payment method when checking out on the Hermes online store is crucial!

Whenever Apple Pay is an option, be sure to use it. Apple Pay saves you valuable time by eliminating the need to enter your account login details.

Alternatively, you can check out with PayPal. The great thing about PayPal is that it locks in your inventory the moment you click the checkout button.

Pro tips:

-  PayPal is available only on desktop and select items on iPhone.
-  Credit card is the only payment option for Hermes bags and iPhone purchases.

AUTO-FILL INCREASE YOUR CHANCE IN SCORING A BAG

Experienced shoppers would know how to leverage auto-fill on their phones to save them when asked to log in! Popular bags are gone in lightning speed, so every second is crucial when it comes to shopping on Hermes US Online Store.

Pro tips:

- ♥ For iPhone users: Go to Settings > Safari > AutoFill
- ♥ For Chrome users: Tap the three dots on your Chrome app > select "Settings" > select "Addresses and more"

TAKE ACTION AS SOON AS YOU RECEIVE
OUR TEXT NOTIFICATIONS!

Popular bags don't wait! 📱

When you receive text notifications from us, take action and click through the links immediately. When it comes to shopping on Hermes Online Store, every second is crucial!

HERMES CANCELED MY ORDER 😭

I understand how frustrating it is to receive an order cancellation email after working so hard to secure a bag!

Unfortunately, Hermes has never explicitly shared the reasons behind canceled orders, but in my experience, it's usually due to one or more of the following:

- ❖ You've exceeded the seasonal quota.
- ❖ Hermes miscalculated inventory, and the bags were sold out after you placed your order.
- ❖ You only purchased one bag and didn't include any other items in the same order.
- ❖ Your shipping state prohibits the shipment of products containing restricted materials.

Pro tips:

Some states, like Minnesota, ban shipments of products containing metals such as lead. In these cases, Hermes will automatically cancel the order if the shipping address is in Minnesota.

STAY LOGGED IN . . .

Hermes US Online Store automatically logs users off after 20 minutes of inactivity.


It's recommended to log in ahead of time and remain logged in during restock windows. This gives you an advantage over users who haven't logged in beforehand, giving you more time to check out bags quickly.

Insider
Donts

DON'T REFRESH THE PRODUCT PAGE

I know this may sound counterintuitive, but refreshing product pages too frequently can trigger Hermes to think you're a bot.

Hermes uses one of the most sensitive anti-bot mechanisms in the world, so it's best to avoid triggering it.

If you do trigger the system by mistake, don't worry—it's not the end of the world. The block will be lifted after a few hours 

DON'T SOLVE THE SLIDER PUZZLE TOO QUICKLY

Most people want to resolve the slider puzzle as quick as possible to see what bags are on offer. However, when you resolve the puzzle too quickly, it could trigger Hermes to think that you're a robot! 🤖

When Hermes gives you a slider puzzle to resolve, my recommendation is to take your time, and resolve it a little longer than 2 seconds. This proves to Hermes that you're a human, not a robot.

Insider
+ FAQs

I HAVEN'T RECEIVED TEXT
NOTIFICATIONS FOR DAYS. HOW DO I
KNOW IF THE SYSTEM IS STILL
WORKING?

Hermes US Online Stores do not restock bags every day, nor do they restock all bag collections on a daily basis. As a result, you may not receive notifications from Orangebox Insider for a few days 😊

In the rare event that our system doesn't work due to technical glitch, our team monitors our performance closely, and we will reach out to you within 24 hours to ensure you are aware of the latest developments.

WHY CAN'T I SEE BAGS AFTER CLICKING THE LINKS SHARED IN TEXT NOTIFICATIONS?

Product links are extremely time-sensitive, and popular bags can sell out within minutes! 🙌

When a bag is sold out, Hermes typically removes the product information from the website within an hour. This is why we encourage you to act quickly as soon as you receive the text notification.

DOES HERMES RESTOCK EVERYDAY?

The Hermes US online store does not restock every day, nor does it restock all bag collections during each restock.

In my experience, the Hermes US store tends to restock more bags at the start of the workweek and is usually quiet on Fridays.

That said, I've seen the store restock a large number of bags on the Friday before Labor Day weekend, continuing until 6:30 pm East Coast time.

While it's impossible to predict the restock schedule, Orangebox Insider ensures you're among the first to receive text notifications when a restock occurs 💪

CAN I PURCHASE BAGS FROM HERMES
GERMANY ONLINE STORE, AND GET THEM
SHIPPED TO THE US?

As much as I wish Hermes overseas stores ship products internationally, but they do not.

Orders placed in the Europe stores only ships to EU addresses, and orders placed in the US store only ships to US addresses.

Pro tips:

Due to strong US dollar and tax implications, placing orders and pick them up in a Hermes boutique in Europe could still save you money!

CAN I GET QUOTA BAGS FROM HERMES ONLINE STORES?

Hermes online stores does not offer Birkin, Kelly or Constance bags.

Kelly Classique To Go wallet is the only Kelly collection that is available in the Hermes Online Stores.

Constance To Go wallet and Constance Slim are the only Constance collection that is available in the Hermes Online Stores.

This applies to Hermes US and overseas online stores too.