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What If I Want to Return an Item?

Koolatron Online offers a 30 day money back guarantee on all regular purchases made on the site.

The full purchase price of the product will be credited to your credit card (or a refund cheque will be sent to those that paid by cheque). Shipping costs incurred in receiving the order and for returning the product are not refundable

Make sure to include your receipt/invoice inside the returned box. Return the product with the freight prepaid to:

For US orders: Attention: KOOLATRON RETURNS

Batavia Gateway Corporate Park
4330 Commerce Drive
Batavia, NY 14021

For Canadian orders: Attention: KOOLATRON RETURNS

139 Copernicus Blvd.
Brantford, ON N3P 1N4

If you have any questions or concerns, please contact us by e-mail at service@koolatron.com or by calling our customer service help line at

1-800-265-8456. (8:00 AM to 5:00PM Eastern Time, Mon. to Fri.)

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