



## 2014 Warranty Policy

### LIMITED WARRANTY

Igloo Products Corp. warrants its products to be free from defects in material or workmanship under normal use and service from the date of original purchase for the period listed on the chart below. This warranty is your exclusive warranty and there are no warranties which extend beyond the description on the face hereof. Igloo shall either repair the product free of charge or provide you with a replacement product if the product proves defective under the terms of this warranty. The warranty is valid for the original retail purchaser and is not transferable. Dealers, service centers, or retail stores do not have the right to change the terms and conditions of the warranty. Igloo is not responsible for incidental or consequential damage resulting from any malfunction. The warranty shall not apply to any product, or component thereof, which is not returned as stated below and/or which has been:

- (1) Damaged through abuse, misuse or neglect,
- (2) Damaged in an accident,
- (3) Unreasonable use or used for any purpose not expressly stated in the product manual,
- (4) Repaired or altered in any way, including electronic changes from its original configuration.

Any implied warranties including the implied warranty of merchantability are also limited to the durations indicate below. This warranty gives you specific legal rights and you may also have other rights which vary from state to state, province to province, and country to country. Please carefully review the care instructions for proper use and care of the product.

Igloo Products Corp. warranties its products as follows:

Product Type:	Warranty Term:
Icy Tunes	90 days
Accessories and Parts	1 year
Full Size Coolers	1 year
Personal Size Coolers	1 year
Beverage Coolers	1 year
Thermoelectric Iceless Coolers	1 year
Soft-Sided Coolers	1 year
Stainless Steel Coolers	1 Year
Super Tough Coolers	3 year
Yukon Coolers	5 Year
Outdoor products	1 Year



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### Warranty Procedure Guidelines:

#### Retailers:

Retailer Warranty Claims should be handled by the appropriate Sales Representative and then forwarded to your Igloo Regional Manager for further instructions.

Return Authorizations are required by customers if they need a credit or they need to return product. The only exception is that if there is a valid Vendor Agreement in place, in which case the agreement supersedes this process.

#### **DEFECTIVE PRODUCTS Handled by Customer Service Phone number: 1-800-324-2653**

- Customer needs to fill out the Return Authorization Form including the account name/number, PO number, the item number, description and reason code, and email/fax the completed form to Igloo customer service representative in charge of your account.
- Igloo will issue RA # within 48 hours if the fields are filled out correctly. Customer can use their in-house form or use Igloo's Standard R/A form (Form-qa-8.2.1-002-Return Authorization and Form) as long as the **relevant details addressed above are provided.**
- Customer Service department of Igloo will make the decision and notify the customer to destroy in field or return the Product to Igloo when the RA # is issued. Customer service may also issue a call tag to get partial defective products back for analysis.
- If Customer calls for an R/A for a product that was found in their warehouse damaged or missing parts, Igloo would prefer to send small parts as replacements. If this is accepted, we will send replacements to the store using FED-EX/UPS

#### **NON DEFECTIVE RETURNS Handled by Customer Service Contact: 1-800-324-2653**

- Return Authorizations are needed for products that fall under the following categories:
  - Overage,
  - Shipped too early or too late,
  - Duplicate order,
  - Incorrect address,
  - Overstock, Samples,
  - Refused by Customer,
  - Wrong Merchandise,
  - Never shipped
- If Customer refuses an order and sends it back to Igloo Warehouse without proper documentation or good number, Igloo Receiving **will refuse the return** until they get a valid return authorization number.
- A valid reason needs to be provided at the time of the return authorization request.



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### Consumers:

If this product fails due to defects in material or workmanship, you must submit a claim as follows:

Igloo Consumer Services  
20 Constitution Boulevard South  
Shelton, CT 06484  
1-800-364-5566 (Main Toll Free Number)  
email: [customerservice@igloo-store.com](mailto:customerservice@igloo-store.com)

Or calling from Canada  
1-800-500-5447 - Toll Free Number Calling from Canada

IN ORDER TO OBTAIN WARRANTY PERFORMANCE, YOU MUST RETURN THE PRODUCT, INCLUDING ANY COMPONENTS OR ACCESSORIES, AS INSTRUCTED BY CUSTOMER SERVICE ALONG WITH PROOF OF PURCHASE, A BRIEF DESCRIPTION OF THE NATURE OF THE DEFECT, PRODUCT SIZE AND STYLE, AND YOUR CONTACT INFORMATION.