

Thank you for purchasing from Cooler Depot.

Please make sure that you follow the instructions below in order for us to process your claim.

1: Check if your warranty is still valid. *Cooking supplies warranty Cooler Depot offer 1 year ALL PARTS WARRANTY for Cooking Oven range, Food carts, Bakery EQ, Warmer, Cutting machine, Sink & hood, Drink & Ice Cream machines.

*Refrigerators warranty (ice maker, freezer included) Cooler Depot offers 3 years ALL PARTS and 6 years COMPRESSOR WARRANTY for NSF certified refrigerator, freezer. 1 year ALL PARTS and 2 years COMPRESSOR WARRANTY for none NSF refrigerator and freezer. Warranty date starts upon arrival of the merchandise

2: Gather all information needed. All claims should include: model number of the unit, the serial number, proof of purchase, date of installation, and all pertinent information supporting the alleged defect. Failure to comply with warranty policies will result in voiding claims. In case of compressor replacement under warranty, either compressor or compressor tag must be returned to Cooler Depot along with above-listed information.

3: Contact us Once you have all information ready, contact us through email. Provide us with required information.

Please note: Cooler Depot is only obligated to repair or replace damaged parts, or the full unit if necessary. Labor is not covered by this standard warranty. Cooler Depot is not responsible for economic loss, profit loss, or special, indirect or consequential damages, including without limitation, losses or damages arising from food or product spoilage regardless of whether or not they result from refrigeration failure. All warranties are not transferable. This warranty is not assignable and applies only in favor of the original purchaser to whom the merchandise was delivered to. Any such assignment or transfer shall void the warranties herein and shall void all warranties, express or implied, including any warranty of merchantability or labor coverage for component failure or other the warranty packet provided with the unit. All coverage provided within this warranty is applicable only to the United States, excluding Alaska and Hawaii, and Canada, excluding U.S. Territories. Cooler Depot is not responsible for any warranty claims made on products sold or used outside the forty-eight states of the United States nor for Canada. Cooler Depot is not responsible for the repair or replacement of any parts that are determined to have been subjected after the date of manufacture to alteration, neglect, abuse, misuse, accident, damage during transit or installation, fire, flood, or acts of God.

Cooler Depot is not responsible for the repair or replacement of faulty or damaged components resulting from electrical power failure, the use of extension cords, low voltage, or voltage drops to the unit.

Please email us for questions

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