



Trevarrow, Inc. Return Authorization Process Gilberts Illinois RDC

1. **Return Authorization request** - Dealer must submit all requests to Trevarrow, Inc. Customer Service.
2. **All freight cost on RA Returns** (*General return, mis-ordered, order cancellation*) will be the responsibility of Sub-Zero Group per return policy below. Coordinate freight pick up through Trevarrow, Inc. Customer Service and Regional Sales Team. Please contact Trevarrow, Inc. Customer Service at: CustomerService@TrevarrowInc.com
3. **Returns are only accepted in condition noted on the return authorization.**
4. **Returned product must be in original factory sealed packaging as noted on the return authorization** – Product that has been opened and is NOT in its original packaging will be rejected and returned back to Dealer at their expense.
5. **30 Day return policy** – To qualify for a return, the request must be received within 30 days of the unit(s) ship date. **Sub-Zero Group** covers freight. Return is subject to a re-stocking fee of 15% of the invoice amount.
6. **With regard to order discrepancies such as Mis-Pick, Mis-Package or Shortage the following conditions will apply:**
 - **Sub-Zero Group** requests that all dealers report any shipment discrepancy to Trevarrow, Inc. Customer Service **within 24 hours** of receipt of shipment. Due to the nature of these types of discrepancies, a very limited window of opportunity exists for **Trevarrow, Inc.** and **Sub-Zero Group, Inc.** to effectively investigate. Claims filed after 24 hour time frame will be denied.