



FREIGHT AND RETURN POLICIES



Normal Return

FACTORY SEALED PACKAGING

- 30 Day return policy
- Take pictures showing each side of the unit and the serial number tag
- Notify Trevarrow Inc. Customer Service: CUSTOMERSERVICE@TREVARROWINC.COM
- Once approved, Subzero will contact dealer to schedule pickup and send call tag

Inbound Freight Damage

MUST receive the unit & notate damage on bill of lading * Report Immediately*

- Take pictures showing each side of the unit, the serial number tag, any damage.
- Take pictures prior to unloading the truck if possible
- Notify Trevarrow Inc. Customer Service: CUSTOMERSERVICE@TREVARROWINC.COM
- Once approved, Subzero will contact dealer to schedule pickup and send call tag

Concealed Damage

KEEP ALL PACKAGING (Unit must be returned with all packaging)

- Take pictures showing each side of the unit, the serial number tag, any damage
- Notify Trevarrow Inc. Customer Service: CUSTOMERSERVICE@TREVARROWINC.COM
- 30 Day return policy
- Once approved, Subzero will contact dealer to schedule pickup and send call tag

Damage Upon Delivery to Customer

KEEP ALL PACKAGING

- Take pictures showing each side of the unit, the serial number tag, any damage
- **While on site installer or delivery manager must call then email pictures to Dave Engstrom: (248)-377-4411 or (248)-766-8180 DENGSTROM@TREVARROWINC.COM**
- Obtain the following customer information: Full name, address, phone number, *e-mail address*, unit serial number, installation company, date of install