



**Trevarrow, Inc.**  
**Concealed Damage Return Process**  
**Gilberts Illinois RDC**

1. **Return Authorization request** - Dealer must submit all requests to Trevarrow, Inc. Customer Service.
  - [CustomerService@TrevarrowInc.com](mailto:CustomerService@TrevarrowInc.com) or **1-888-482-1948**
  
2. **Concealed damage** - 30 day return policy – To qualify for a concealed damaged return, the request must be received within 30 days of your unit(s) ship date. **Sub-Zero Group** will arrange for the return of product with its preferred transportation carrier once approved by Trevarrow, Inc.
  - The dealer should contact Trevarrow, Inc. Customer Service immediately.
  - For all Concealed Damage RA requests, dealers are required to take clear pictures of all sides of the original packaging and clear pictures of the damaged unit. Pictures must be included in RA request.
  - All original packaging needs to be returned with the product.

Thank you for your business.

President

Trevarrow, Inc.