



**Trevarrow, Inc.**  
**Damaged In-bound Freight Claim Process**  
**Gilberts Illinois RDC**

**Responsibility for Shipped products:** – Buyer/dealer assumes all risks of loss or damage in transit and any other costs occurring after the goods have been delivered to the buyer's door.

**Upon receipt of Sub-Zero Group product that has been mishandled or has become damaged during inbound transit, Dealer Receiving Manager is required to:**

1. Receive the product. (Never refuse damaged product, these trucks do not return to Sub-Zero)
2. Take photos depicting the mishandling of damaged product, ideally while product is still in the carrier's trailer.
3. Make notation on the Delivery Bill-of-Lading receipt clearly stating that the item or items in question were received with visible damage
4. Send a copy of the Delivery Receipt and photos of product immediately to the attention of: Trevarrow, Inc. Customer Service at [CustomerService@TrevarrowInc.com](mailto:CustomerService@TrevarrowInc.com) and a copy to the Trevarrow, Inc. Territory Sales Manager for this Dealer account.
5. **Upon receipt of the items in #4. Trevarrow, Inc. Customer Service will:**
  - a) Initiate a Return Authorization, including the required form for processing, that must be attached to the returned item(s)
  - b) Arrange for the return of the damaged product back to Regional Distribution Center **Gilberts, Illinois** using **Sub-Zero Group RDC** preferred transportation carrier.
  - c) Trevarrow, Inc. Customer Service will issue credit upon receipt of returned product back to Regional Distribution Center **Gilberts, Illinois**.
  - d) Regional Warehouse Manager (**Gilberts, Illinois**) will file the respective freight claim with transportation carrier and collect payment.

**Sub-Zero Group RDC** return policy: Please do not attempt to ship back any items without first obtaining a written Return Authorization from Trevarrow, Inc. Without proper authorization **Sub-Zero Group RDC** will instruct carrier to re-deliver product back to Dealer's location. Dealer assumes all liability in the event that product is damaged in transit. In this case, Dealer will be responsible for filing freight claim with carrier.

Providing that conditions 1-4 listed above are met, **Sub-Zero Group RDC** will be responsible for filing freight claim with carrier and assuring Dealer's account is credited 100% for returned product.

Thank you for your Business.

President  
Trevarrow, Inc.