



Trevarrow, Inc. Concealed Damage Return Process & Policy Regional Distribution Center (RDC) Gilberts, Illinois

1. **Concealed Damage – 90-Day Return Policy:** Submit a request in the Commerce Cloud Portal upon discovery or within **90 days** of the original receipt date. The submission request must include clear photos showing all sides of the original packaging and the damaged product. All original packaging must be kept and returned with the product if the request is approved.
 - All Concealed Damage Return Requests are submitted, reviewed, and approved within the Commerce Cloud Portal only. Pre-approvals, either verbally or via email, are not valid.
2. **Upon Concealed Damage Request Approval:**
 - a) Sub-Zero Group will send the necessary Bill of Lading and Label paperwork to the Dealer Contact email address selected during the request submission. At this point, the Dealer assumes responsibility for coordinating the schedule for the product and original packaging pick up by the **Sub-Zero Group RDC** preferred transportation carrier. *The product must be shipped within 60 days of receiving the Return Delivery Form and BOL. Please note that the RMA will be subject to cancellation if the product is not received within this timeframe. For smooth return processing, please affix the Return Delivery Form to all items being returned.*
 - b) Concealed Damage Return Requests submitted after 90 days are subject to a Restocking Fee of up to **105%**.
 - c) Upon return receipt at the RDC, if the factory deems the product does not have Concealed Damage, or the product cannot be fixed or returned as a Seconds condition, it is subject to a Restocking Fee of up to **105%**.

Please make sure that the ramifications of each product's return are fully understood. Once a product is shipped back to the factory, it cannot be returned to the dealer. If there are questions about a return, contact your Trevarrow, Inc. Territory Sales Manager or Customer Service.

Thank you for your business.

President
Trevarrow, Inc.

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