



**Trevarrow, Inc.**  
**Damaged In-bound Freight Claim Process & Policy**  
**Regional Distribution Center (RDC) Gilberts, Illinois**

**Responsibility for Shipped products:** – Buyer/dealer assumes all risks of loss or damage in transit and any other costs after the products are delivered.

**Immediately upon receipt, if the Sub-Zero Group product has been mishandled or damaged during inbound transit, the Dealer Receiving Manager is required to:**

1. Receive the product. (Never refuse damaged products; these trucks do not return to the RDC.)
2. Take photos depicting the mishandling of the damaged product, ideally while the product is still on the carrier's trailer.
3. Make a notation on the Delivery Bill-of-Lading stating that an item, or items, are being received with visible damage.
4. Submit a copy of the delivery receipt and photos of the product immediately to the Commerce Cloud portal. If you are unable to submit on the portal, contact Trevarrow, Inc. Customer Service at [CustomerService@TrevarrowInc.com](mailto:CustomerService@TrevarrowInc.com) with the required information within 48 hours to qualify.
5. **Upon Return Request Approval, the above-required information in #4:**
  - 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 return 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) Trevarrow, Inc. Customer Service will issue credit upon receipt of confirmation of the returned product back to RDC in **Gilberts, Illinois**.
  - c) The Regional Warehouse Manager at the RDC in **Gilberts, Illinois**, will file the relevant freight claim with the transportation carrier and collect payment.

**Sub-Zero Group RDC Return Policy:** Please do not attempt to return any items without obtaining a written Return Authorization from Sub-Zero Group first. Without proper authorization, **Sub-Zero Group RDC** will instruct the carrier to re-deliver the product to you. Then, the Dealer assumes all liability if product damage occurs in transit. In this case, Dealer will be responsible for filing the freight claim with the transportation carrier.

Provided you complete items 1-4 above, the **Sub-Zero Group RDC** will assume responsibility for filing the freight claim with the transportation carrier and ensure the Dealer's account is credited 100% for the product. All Return Authorizations are submitted, reviewed, and approved in the Commerce Cloud Portal only. Pre-approvals, either verbally or via email, are not valid.

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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