



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

- 1. Return Authorization Request** – The Dealer must submit their requests via the Commerce Cloud portal. The submission request must include photos showing all four sides of the carton. If the carton is open, additional photos must be included that show all sides of the product.
 - All Return Authorization Requests, including fees, are submitted, reviewed, and approved within the Commerce Cloud Portal only. Pre-approvals, either verbally or via email, are not valid.
- 2. Standard RA Returns – All Freight Costs** for general returns, misordered, and order cancellations will be the responsibility of Sub-Zero Group per the Return Policy below.
- 3. 90-Day - 10% Return Policy:** Submit a request in the Commerce Cloud Portal within **90 days** of the original shipping date. A Standard Return receives a **10%** Restocking Fee for the invoiced amount of the product(s) that can go directly back to a new inventory (factory-sealed cartons) status.
 - Upon Return Request Approval: 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 to have the product picked up by the **Sub-Zero Group RDC** preferred transportation carrier.
- 4. Product returns are only accepted if the condition matches the approved Return Authorization.** Upon receipt at the RDC, if the product condition is different, it will be subject to an increased Restocking Fee.
 - Any products that have been opened or are NOT in their original packaging will be charged a minimum of a **25%** Restocking Fee.
 - Discontinued and Slow-Moving items such as Modules, Ventilation, and Companion products will be charged a **50%** Restocking Charge.
- 5. In case of an Order Discrepancy such as Mis-Pick, Mis-Package, or Shortage, the following conditions will apply:**
 - Dealer must report any shipment discrepancy directly to Trevarrow, Inc. Customer Service **within 24 hours** of shipment receipt. Due to this discrepancy type, a limited window of opportunity exists for **Trevarrow, Inc. and Sub-Zero Group, Inc.** to investigate effectively. Claims filed after 24 hours of delivery receipt will be denied.

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.

Bruce H. Trevarrow
President