

Hessaire Products, Inc. Dealer Warranty Policy

What is covered:

Each new cooler is warranted to be free from defects in material or workmanship for one full year from the date of original purchase.

Hessaire warranty all components of the cooler to be free from defects for a period of one year from the date of sale to the end customer.

Hessaire will supply replacement components to dealers at

Hessaire may drop ship the replacement parts to Dealer's end users at it's sole disgression. If the cooler is under warranty, Hessaire will cover the cost of the replacement component. The cost of shipping will be charged to the Dealer.

Dealers are expected to provide basic level of technical support their customers with respect to assembly and troubleshooting.

Should a warranty issue arise, please contact the dealer. A Return Material Authorization (RMA) number is required for all returns.

What is not covered by the warranty:

1. Malfunctions resulting from misuse, negligence, alteration or lack of necessary maintenance.
2. Labor cost to repair cooler or replace defective component.
3. Loss of time, inconvenience, use of product or other consequential damages due to defects.
4. Return transportation costs. All return transportation costs are the responsibility of the dealer unless .

Damaged Shipments:

If the shipment arrives at Dealer's dock damaged, the dealer shall take pictures and document the damage immediately. If the shipment shipped on Dealer's carrier, Dealer shall be responsible for filing the freight damage with the carrier.

If the cooler shipped on Hessaire's carrier, the Dealer has the option of accepting the shipment or refusing the shipment. The Dealer shall notify refused shipment immediately. The reason for refusal shall be documented on the Bill of Lading and pictures of damage. If Dealer accepts damaged shipment, Dealer shall examine the shipment and list all of the damage to Hessaire documented with pictures. In the case that cooler can be restored to new condition, Hessaire shall provide replacement components to the Dealer at Hessaire cost. In the case that cooler can not be restored to new condition, Hessaire and the Dealer may negotiate a discounted price for the cooler. Hessaire has the option to have the cooler(s) returned at Hessaire's cost.

For UPS or parcel shipments dropshipped to the customer, the shipment shall only ship on Dealer's shipping account. Hessaire is not responsible for damages.

For LTL shipments to Dealer's customers on Hessaire's carrier, Dealer shall be responsible for collecting shipping damage information and contact Hessaire for RMA. If the damaged shipment need to be returned, the cost of shipping back damaged products back to Hessaire shall be covered by the Deal. Hessaire will pay for the cost of shipping replacement coolers.

If the product shipped out on Dealer assigned carrier and arrives at the Dealer's dock damaged, Dealer shall turn in the warranty claim with the carrier. Hessaire is not responsible to damaged freight.

Hessaire is not responsible for damaged shipments or shortages resulting from carrier mishandling. Notify your carrier's office immediately to file a claim. Keep damaged goods and containers for inspection until advised by the carrier as to disposal.

Returns:

Return freight policy for cooler under warranty: dealer shall make effort to restore product to new condition to avoid freight cost. Dealer shall pay the cost of returning the cooler to Hessaire. For service of coolers under warranty, Hessaire shall ship replacement parts at Hessaire's cost. After receiving the returned cooler, Hessaire shall examine the cooler. If there is no workmanship or defective components, Hessaire shall ship back the cooler at Dealer's cost. If the cooler is found to be defective, Hessaire will cover the cost of the shipment of the replacement.

RMA: Dealer shall contact Hessaire Customer Service for Return Material Authorization on defective coolers. If Hessaire agree to return, an RMA number shall be given to the dealer. The RMA number must accompany the shipping documents of the returned cooler.

All items must be returned with all original parts and packaging. Additional charges may apply for any missing or damaged parts.

The customer must re-package and ship their item(s) back to the manufacturer at their own expense.

No freight cost/shipping cost will be re-funded to the customer.

The customer needs to provide us with the tracking number of the shipment.

Upon receipt of the product, including original parts and packaging, we may issue a full refund for the product or may repair or replace the item with a new or refurbished product.

If our returns department finds that the item is not defective, you may be responsible for additional shipping costs as well as a 10-30% re-stocking fee.

Contact number for