



## **STANDARD ONE YEAR LIMITED WARRANTY:**

Viking Cooler Products, LLC warrants all products to be free from defects in workmanship and materials, under normal consumer use and conditions, for a period of one (1) year for the original invoice date. Shipping and handling fees are to be paid for by the customer. Viking Cooler Products, LLC agrees, at its option during the warranty period, to repair a defect in material or workmanship, to furnish a repaired or refurbished product of equal value in exchange without charge (except for a fee for shipping, handling, packing, return postage, and insurance which will be incurred by the customer) or to issue a credit. Such repair or replacement is subject to verification of the defect or malfunction and proof of purchase as confirmed by showing the model number on original dated sales receipt.

## **CLAIM PROCEDURES**

- Claims for defective merchandise must be made within ONE year from invoice date.
- Claims for missing parts must be made within 60 calendar days after the merchandise is received
- Pictures are required to claim defective merchandise, along with a copy of the original invoice
- If the claim is justified, the item(s) or part(s) will be repaired or replaced, or a credit will be issued.

If you purchased your product through a retailer all warranty concerns should first be taken up with the retailer. Your retailer will contact Viking Cooler Products, LLC and will be given a RMA# before sending the product back. Please do not send any products with warranty concerns back to the manufacturer without obtaining a RMA # first.

If you purchased your product through [www.hoodiecooler.com](http://www.hoodiecooler.com) please contact the returns department at Viking Cooler Products directly. You may email the returns department at [warranty@hoodiecooler.com](mailto:warranty@hoodiecooler.com) . Please include your order number in the subject line of the email.

## WARRANTY LIMITATIONS

This warranty does not include:

- Any condition resulting from other than ordinary consumer wear or any use for which the product was not intended, such as use in rental or contract trade.
- Any condition resulting from incorrect or inadequate maintenance or care
- Damage resulting from misuse, abuse, negligence, accidents, or shipping damage
- Dissatisfaction due to buyer's remorse
- Normal wear and tear
- Damages incurred during transportation
- Damages incurred during assembly or maintenance
- Any used, previously displayed items

Viking Cooler Products, LLC makes no express warranty or condition whether written or oral and the company expressly disclaims all warranties and conditions not stated in this limited warranty. To the extent allowed by the local law of jurisdictions outside the United States, Viking Cooler Products, LLC disclaims all implied warranties or conditions, including any implied warranties of merchantability and fitness for a particular purpose. For all transactions occurring in the United States, any implied warranty of condition of merchantability, satisfactory quality, or fitness for a particular purpose is limited to the duration of the express warranty set forth above. Some states or countries do not allow a limitation on how long an implied warranty lasts or the exclusion of limitation of incidental or consequential damages for consumer products. In such states or countries, some exclusions, or limitations of this limited warranty may not apply to the Purchaser. For consumer transaction, the limited warranty terms contained in this statement, except to the extent lawfully permitted, do not exclude, restrict, or modify but are in addition to the mandatory statutory rights applicable to the sale of this Product to the Purchaser. All warranty claims must be filed by the consumer to the retailer of this product, who in turn is to contact the manufacturer regarding any warranty return or replacement. We will not handle claims from the consumer directly, unless the purchase was made from Viking Cooler Products, LLC directly. Please retain invoices for a minimum of one year for warranty purposes.

This warranty gives you specific legal rights. You may have other rights, which vary from state to state.