

POLICIES

There will be a refund for any cooling unit purchased from RV Cooling Unit Warehouse, if it fails to perform as we have stated.

RV Cooling Unit Warehouse will **NOT be responsible for the return shipping cost if the customer orders the wrong unit or changes their mind to have replaced.**

Please email me if you have any questions about what model you need before you place an order to prevent ordering the wrong model.

If a customer orders a cooling unit in error, the unit ordered in error must be returned at the customer's expense before the correct unit will be shipped. Please double check your model number before you order. **DO NOT ASSUME.** **Any shipping will be based on the true shipping cost and not based on the special ship price advertised.** We help with shipping on all units, even if you paid \$65 to \$295 shipping on certain models the true shipping of those units could be as much as \$350 or over \$400 for a truck freight unit. If we made the error, we cover the cost both ways. **You make the error; you cover the cost both ways.**

All refunds or rebates will ONLY be issued after the cooling unit coils are returned and received back to stock.

For Canada customers, there is special shipping requirements. You must either choose the default shipping or click the options to confirm shipping locations of either a USA address (default) or a Canada ship to address. All Canada locations, for warranty, it's the customers responsibility to pay all shipping cost for a warranty replacement.

All RV Cooling Units carry a 3-year replacement for any cooling problem with option to extend. There is **NO WARRANTY** if a re-manufactured cooling unit is purchased and the core is not returned. If a customer purchases a Dometic Cooling Unit and sends back a unit without an outer frame, there will be **NO REBATE or WARRANTY.** **An outer frame Unit must be returned for rebate.**

All returns, other than core returns, for a refund must be in writing and an email sent prior to any refunds being issued. All returns may be subject to a re-stocking fee. This is a case-by-case evaluation.

Be sure you have confirmed the model number from the data plate of your refrigerator. Do not assume the cooling unit is the problem and order a replacement cooling unit, only to find out another part was the problem causing the non-cooling issue.

Any shipment to Canada does not qualify for the special FedEx Ground, UPS, or Truck Freight shipping or return shipping.

NOTE - For All Truck Freight Units: There is a **BOLD STICKER** on the box that states: "**Do Not sign for Unit, till you open and inspect checking for Major Shipping Damage and/or Leaks**". If **Major Damage** or **Ammonia Leaks** are present, **REFUSE** the shipment. **If you sign for the unit and Major Shipping Damage is found later, you own the unit.**