

45 Day Return Policy

Procedure:

* All returns must be in saleable condition.

* If you no longer have the original shipping box in which you received your order. Please make sure when packaging items for return that you use only approved corrugated cardboard shipping boxes and packing materials.

* You may ship your return packages back to us via the most economical shipping method of your choice.

* Please note that you are responsible for the shipping, insuring and handling of the returned item.

Next: Make sure to print this page, fill in the required information and include a copy of it with your return.

* Also, please include a copy of your "order receipt" or the "original packing slip" with your return.

* Once your return package has been received please allow up to 14 business days for return processing. (we will notify you by email when we have received your return)

Refund to Credit Card

* Refunds will be processed on the same credit card used for the original transaction.

Note: All original and return shipping fees are non-refundable.

Problems with your order

* If you believe you have received defective/damaged merchandise or incorrect/incomplete merchandise, you must notify us by email within 5 days of receipt of your order. (NO EXCEPTIONS)

Questions?

Contact us at:

customerservice@coolerinsert.com

Please be sure to complete this form and include it with your return

Name _____

Email Address _____

Order Number _____

Daytime Phone _____

| Product Name | Qty | Color | Price |
|-------------------------|-----|-------|-------|
| CoolerMate Insert 48/60 | | | |

Reason for Return _____



Ship all returns to:

SoCool Products LLC

Attn: Returns

P.O. Box 161 Carlisle NY 12031