

WARRANTY POLICY

LIMITED WARRANTY. Chilly Moose Inc. ("Chilly Moose") warrants its products to be free from defects in material or workmanship under normal use and service from the date of original purchase for the period listed on the chart below. This warranty is your exclusive warranty and there are no warranties that extend beyond the description contained here. Chilly Moose shall provide you with a replacement part or product if the product proves defective under the terms of this warranty. The warranty is valid for the original purchaser and is not transferable. IMPORTANT! IF YOU HAVE ISSUES WITH YOUR CHILLY MOOSE PRODUCT THAT WAS PURCHASED AT A RETAIL STORE, PLEASE RETURN IT TO THE RETAILER IF IT IS WITHIN THE RETAILERS RETURNS POLICY. IF THE PRODUCT IS OUTSIDE THE RETAILER'S RETURN POLICY AND WITHIN THE CHILLY MOOSE WARRANTY SERVICE PERIOD FOR THE PRODUCT, YOU NEED TO SUBMIT A WARRANTY SERVICE REQUEST (SEE BELOW). PLEASE DO NOT SEND YOUR PRODUCT BACK TO CHILLY MOOSE UNTIL INSTRUCTED TO DO SO BY A CHILLY MOOSE CUSTOMER SERVICES REPRESENTATIVE. Dealers, service centres, or retail stores do not have the right to change the terms and conditions of the warranty. Chilly Moose is not responsible for incidental or consequential damage resulting from any malfunction. **The warranty shall not apply to any product, or component thereof, which is not returned as stated below and/or which has been: (1) damaged through abuse, misuse or neglect. (2) damaged in an accident. (3) unreasonably used or used for any purpose not expressly stated in the product manual. (4) repaired or altered in any way, including electronic changes from its original configuration.** Any implied warranties including the implied warranty of merchantability are also limited to the durations indicated below. This warranty gives you specific legal rights and you may also have other rights, which vary from province to province, state to state, and country to country. Please carefully review any care instructions provided with the product for proper use and care.

WARRANTY SERVICE PERIODS

CATEGORY	WARRANTY TERMS*
Portable Refrigerated Fridge-Freezer Coolers - exterior shell, electronic control panel, interior shell	1 Year(s)
	1 Year(s)
	As of November 12th, 2021
Portable Refrigerated Fridge-Freezer Coolers - compressor only	*Chilly Moose will provide replacement compressor. Cooler owner responsible for installation, shipping and return of original malfunctioning compressor to Chilly Moose head office.
Rotomold Chilly Ice Box Coolers	3 Year(s)
Drinkware	1 Year(s)
Ice Substitutes	1 Year(s)
Electronic Components for Chilly Ice Box (Chilly lights)	1 Year(s)
Cooler Accessories	1 Year(s)

PLEASE NOTE: Cosmetic wear and tear, self-inflicted damage through misuse (including improper maintenance and washing ie: dishwasher or abrasive and aggressive washing), abuse, neglect, scratches, punctures and the natural breakdown of colours and materials through use over time on all Rotomold Coolers and Portable Fridge Freezers, Drinkware and Accessories is not covered under the manufacturer's warranty.

Customer is responsible for any return shipping costs.

HOW TO OBTAIN WARRANTY SERVICE

Here at Chilly Moose, we build coolers and cooler accessories to help you do the things you love with the people you love. Whether you're using it for work or for play, we want you to be satisfied with your Chilly Moose product, and we guarantee the craftsmanship of everything we make.

For warranty claims please contact Chilly Moose at: Email: ecom@chillymoose.ca Subject: Warranty Claim

For warranty service on Chilly Moose Portable Refrigerated Fridge-Freezer Coolers, please contact our service partners: 360 Medical Inc., phone 1-888-209-2082