

Each new cooler is warranted to be free from defects in material or workmanship for one full year from the date of original purchase. If a component(s) is found to be defective within this period, a Hessaire representative will replace the defective part free of charge. Parts are available through authorized dealers or online. Copy of proof of purchase and serial label will be needed for the warranty claim.

What is not covered:

Malfunctions resulting from misuse, negligence, alteration or lack of necessary maintenance.

Loss of time, inconvenience, use of product or other consequential damages due to defects.

Return transportation costs. All return costs are the responsibility of the purchaser.

Hessaire does not cover labor costs associated with troubleshooting or cooler repairs regardless if the product is under warranty or not.

Damaged Shipments:

Hessaire is not responsible for damaged shipments or shortages resulting from carrier mishandling. Notify your carrier's office immediately to file a freight claim in the event of damage. Keep damaged product for inspection until advised by carrier as to disposal.

Returns:

Hessaire's dealers shall implement a return policy that is consistent with the dealer agreement. If the dealer's return policy allows returns within a specified time period—agreed to by Hessaire and dealer, customer may return product to point of purchase. Dealer may reject, accept or accept with a restocking fee at the sole discretion of the dealer. If the customer wishes to repair the defective cooler, the customer can contact Hessaire for a list of authorized repair centers for parts and troubleshooting. Defective parts are provided free of charge within the warranty period.

Please DO NOT return your cooler to Hessaire. Upon authorization, any returns should be sent directly to the distributor/store where purchased.

Visit hessaire.com for registration & warranty claim forms.