

Return Policy

- Please take a moment to examine your package and make sure you have ordered and received exactly what you wanted.
- Contact us immediately if you have any concerns.
- See instructions below to complete the Return Merchandise Authorization ("RMA") Request Form.
- All returns MUST be accompanied by an RMA number or they will be refused.
- All returned merchandise must be UNUSED, in NEW condition and in its original packaging.
- Incomplete returns will be subject to additional return charges.
- Returns will not be accepted after 30 days.
- The approved RMA number must be clearly shown on the shipping label.
- If there is no RMA number on the box, it will be either returned to you or discarded, because our receiving department would assume that it is an unauthorized return.
- Special orders or custom-made items are not returnable.
- Refurbish items are not returnable.
- Shipping charges are not refundable.
- Returned merchandise will be charged a 20% restocking fee.
- Customer assumes responsibility for any shipping charges on returns.
- Packages that are rejected by the consignee or government agencies will be subject to a 20% restocking fee and if applicable all return shipping fees will be deducted from your credit.
- It is the responsibility of the consignee to know all your local laws; we are not responsible for seizures processed by Customs due to the consignee's government laws.
- Your authorized return for warranty/repair will be processed within 10 to 14 business days of receipt

Refunds on Returns

- After receiving your authorized return, we will inspect the items to make sure they meet the conditions of our return policy.
- A Chillspot representative will contact you if any further information or details are needed to complete the RMA (photos, videos, etc...).
- If the items do not meet those conditions, they will be returned to you at your expense.
- If the conditions are met, we will refund you the appropriate amount by the same method you used to pay for your order.
- Please allow a week for the refund to appear on your credit card.
- We will not refund you for items damaged in shipping due to your incorrect packaging.

Warranty

General limited warranty information only; it may be updated and changed at anytime.

- You have a limited lifetime warranty – please check your manual or the chillspot.com website for more details on Warranty.
- All accessories not mentioned here have a 30 day limited warranty.

NOTE: Defective Merchandise: If there is a manufacturer's defect with your product, then please contact Chillspot at (844)796-2586.

All returns must be sent to the following address:

Chillspot, LLC
Attn: RMA Dept – [RMA number]
1201 SE 30th Street
Bentonville, AR 72712