



Return Policy

For information or questions relating to returns or warranty, please contact us at 866.826.2993 or email info@northslopechillers.com.

30 day unused/unopened return policy

We may accept a return according to the instructions below for any *unused and unopened* products purchased within 30 days. These returns are subject to a 15% restocking fee. *All custom products and international sales are final.*

Used product return policy

If you have any issues with your product, our team can help troubleshoot and offer advice to determine if your products are defective and arrange a return for inspection if necessary.

In the event that something is determined to be a manufacturer error or failure, we will replace the item(s) as needed. *All custom products and international sales are final.*

General Return Guidelines

- Please arrange an RMA (return merchandise authorization) with us **PRIOR** to sending any returns back to us by calling or emailing.
- Follow the packaging instructions included in the user manual to package the product for shipping. Failure to follow these instructions may void the warranty.
- Products must be cleaned prior to returning. Soiled products and products with unidentified substances on them will be rejected at North Slope Chillers' discretion and no refund or credit will be issued.
- All returned products must be clearly marked with an assigned RMA number on the outside of the package. Without this identification, the product may be discarded.
- Returns must include any accessories, etc. included with the product, i.e. thermostatic controllers, hoses, etc.
- Returns may take up to 2 weeks to process, not including transit times.
- We reserve the right to limit support, and deny returns on items that were purchased over a year ago.
- In the event that your return is not received in a condition fit to be resold as new, we reserve the right to refuse your refund or replacement.
- If products are not received within 30 days of RMA issuance, cases will be automatically closed.
- Any warranty issue or return request originating outside of the U.S. may or may not be handled in accordance with these guidelines as *All custom products and international sales are final.*
- Returns that require inspection of internal components cannot be returned to customers post inspection.