

# Limited Warranty – KoolZone Spot Coolers

Uninex provides a 14-Day Return Window (see Return of Non-Defective Products below) and the following limited warranty. This limited warranty extends only to the original purchaser.

Uninex warrants this product and its parts against defects in materials or workmanship for **one year (1) labor and one year (1) parts and 5 years on the Compressor (5) (labor not included)** from the original ship date. During this period, Uninex will repair or replace defective parts with new or reconditioned parts at Uninex option, without charge to you.

For the first year, Uninex will pay for the outgoing (to customer) shipping fees. Incoming (from customer) shipping fees are paid by the customer. Shipping fees both to and from Uninex following this one year period must be paid by the customer. All returns, both during and following the one year period, must be affected via the Procedures for Obtaining Warranty Service described below.

All original parts (parts installed by Uninex at the original system build) replaced by Uninex or its authorized service center, become the property of Uninex. Any after-market additions or modifications will not be warranted. The KoolZone Spot Cooler owner is responsible for the payment, at current rates, for any service or repair outside the scope of this limited warranty.

Uninex makes no other warranty, either express or implied, including but not limited to implied warranties of merchantability, fitness for a particular purpose, or conformity to any representation or description, with respect to this KoolZone Spot Cooler (spot cooler) other than as set forth below.

Uninex is not liable for any loss, cost, expense, inconvenience or damage that may result from use or inability to use the spot cooler. The warranty and remedies set forth are exclusive and in lieu of all others, oral or written, expressed or implied. No reseller, agent or employee is authorized to make any modification, extension or addition to this warranty.

Some states do not allow the exclusion or limitation of minor or subsequent damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state. This warranty applies only to Uninex International products purchased in the USA.

## Warranty Conditions

The above Limited Warranty is subject to the following conditions:

1. This warranty extends only to products distributed and/or sold by Uninex. It is effective only if the products are purchased and operated in the USA. (Within the USA including US 48 States, Alaska and Hawaii.) **Please contact Uninex if you plan to use the spot coolers in other countries.**
2. This warranty covers only normal use of the spot cooler. Uninex shall not be liable under this warranty if any damage or defect results from (i) misuse, abuse, neglect, improper shipping or installation; (ii) disasters such as fire, flood, lightning or improper electric current; or (iii) service or alteration by anyone other than an authorized Uninex representative; (iv) damages incurred through irresponsible use or other non-recommended practices.
3. Uninex may at our discretion cover and charge within or out of warranty terms:
  - If machine structure is changed
  - If machine is damaged due to a drop or fall
  - If used in a non-normal location such as a train or boat
  - If machine is misused - not recommended on the warranty
  - If machine is used non-stop
  - If damaged by power surge, natural disaster or acts of war
4. You must retain your bill of sale or other proof of purchase to receive warranty service.
5. No warranty extension will be granted for any replacement part(s) furnished to the purchaser in fulfillment of this warranty.
6. 14 Day Return Window does not include special order merchandise and shipping and handling fees.

**NOTE: Customers outside of the United States freight for return will be paid by customer. If the unit cannot be repaired a replacement unit will be shipped to the shipping agent in in the USA at Uninex cost.**

## Return of Non-Defective Products

A non-defective product may be returned to Uninex within 14 days of the invoice date for a refund of the original purchase price with the following amendments/fees:

1. Uninex will refund neither the original shipping cost nor the shipping and handling fees incurred from the products return.
2. No refund will be granted for a spot cooler which has been opened, used, or tampered with in any way which jeopardized Uninex's ability to remarket or resell the product. Uninex maintains full discretion in decisions regarding a products fitness for return.
3. Any non-defective returns are subject to a 20% restocking fee, which percentage is taken from the final purchase price less any shipping or handling charges.

To return a defective product, please contact our Customer Service Department for a Return Merchandise Authorization (RMA) number and follow the Return of Products Instructions below. The RMA is valid for 10 days from date of issuance. **Returns will not be accepted without an RMA.** Manufacturer restrictions do apply.

## Procedures for Obtaining Warranty Service

RMA (Returning Merchandise Authorization) Policy:

If repairs are required, the customer must obtain a RMA number and provide proof of purchase. RMA and services are rendered by Uninex only. Any shipping costs on any item returned for repair is the customers' responsibility. All returned parts must have a RMA number written clearly on the outside of the package along with a letter detailing the problems and a copy of the original proof of purchase. No COD packages will be accepted. No package will be accepted without a RMA number written on the outside of the package. RMA numbers are only valid for 10 days from the date of issue.

Should you have any problems with your KoolZone Spot Cooler, please follow these procedures to obtain the service:

1. Contact Uninex Customer Service at 800-864-3288
2. If the spot cooler must be repaired, a RMA number (Return Merchandise Authorization Number) will be issued for shipment to our repair department. Please follow the instructions given by Uninex RMA. Uninex will not accept any shipments without a RMA number.
3. Pack the spot cooler in its original box as outlined in the Return Shipping Instructions. Uninex will not be responsible for shipping damage/loss of any product. It is very important that you write the RMA number clearly on the outside of the package. Ship the spot cooler with a copy of your bill of sale or other proof of purchase, your name, address, phone number, description of the problem(s), and the RMA number you have obtained to:

**Uninex Service Center**  
**5780 Smithway Street**  
**Commerce, CA 90040**

RMA# \_\_\_\_\_

4. Upon receiving the spot cooler, Uninex will repair or replace your spot cooler (at Uninex's discretion) and will ship it back to you within 2 weeks (dependent on parts availability).

## After One-Year Warranty – Post Warranty Repair

For post warranty repair, the procedure is the same as outlined above for RMA and shipping. However, you are responsible for shipping charges both ways, current labor (if not under warranty), and the current price of part(s) used in repair.

## **WARRANTY EXCLUSIONS**

**Uninex** is not responsible for any loss of work ("down time") caused by a product requiring service. This warranty is null and void if the defect or malfunction was due to damage resulting from operation not within manufacturer specifications

Under no circumstances will Uninex be responsible for any refund or remuneration exceeding the original purchase price of the product less any shipping fees.

## **WARRANTY WILL NOT APPLY TO ANY RENTAL COMPANY OR MACHINE**

**Uninex** will not be held responsible for typographical errors on sales receipts, repair tickets, or on our website. Uninex makes every effort to make sure all information on our website is correct.