

Warranty

RTIC Roto Molded Coolers are warranted against defects in material and workmanship for 7 years from the original date of receipt. All other RTIC products are warranted against defects in material and workmanship for 90 days from the original date of receipt. This warranty applies only to the original owner. This warranty is void if the product is used commercially, structurally altered or subjected to stress beyond the physical limits of the materials used in the body or components, or is damaged as a result of abnormal use. Normal wear and tear is not warranted.

RTIC's sole obligation in the event of such defects during this period is to repair or replace the defective part or product with a comparable part or product at RTIC's sole discretion. Except for such repair or replacement, the sale, processing or other handling of this product is without warranty, condition or other liability even though the defect or loss is caused by negligence or other fault. Damage resulting from use, accident, or normal wear and tear is not covered by this or any warranty. RTIC assumes no liability for any accident, injury, death, loss, or other claim related to or resulting from the use of this product. In no event shall RTIC be liable for incidental or consequential damages relating to or resulting from the use of this product or any of its parts.

Returns or replacements of parts and/or products may be subject to shipping, handling, replacement and/or restocking fees.

RTIC reserves the right to change our products and the design of the products without incurring any obligations to incorporate such changes into any sold products or products repaired or replaced under this warranty.

Damaged products must be returned directly to RTIC, in the original box or adequate cardboard packaging, freight prepaid. Please include a copy of the original sales receipt and the Return Authorization Number (RMA#) with the product.

How to File a Warranty Claim

RTIC will replace your product or part free of charge if your product or part has a manufacturing defect that is covered by our warranty. At RTIC's discretion, RTIC will cover shipping costs.

Before sending your product to RTIC, please submit a warranty claim by emailing the following information to help@rticcoolers.com:

- First and last name
 - Email address
 - Phone number
- Model number and color of product
- Reason for warranty claim request
 - Date of purchase
- PDF or photo copy of original receipt
 - Color photo showing warranty issue
- Ship-to address to return repaired / replacement product

An RTIC Service Representative will gather more information if necessary, and validate your request. If our Customer Support Team determines that your problem qualifies under warranty coverage, you will be given a Return Merchandise Authorization Number (RMA#).

Once your claim has been authorized, package your product in accordance with your shipper's policies and write your RMA number on the outside of the box and send your product to the following location:

RTIC
Attention: Returns
20702 Hempstead Road, Suite 110
Houston, Texas 77065

We will inspect the product and repair or replace, at our option, any product determined by RTIC to be a manufacturer's defect.

Website: <https://www.rticcoolers.com>

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.