



WARRANTY

AO Soft Sided Coolers has an unbeatable warranty process. No receipt or registration is necessary.

AO Coolers offers a **Limited-Lifetime Warranty** on the **Liner** and **Top Zipper** of our coolers. We are happy to repair and return your cooler if it meets the following criteria:

- * **Clean:** We should be willing to touch your cooler without having to wear gloves
- * **Dry:** Coolers that are shipped and arrived wet will delay the process
- * Exterior has no major wear and tear (Based on our discretion)

Warranty expires once the exterior of the cooler becomes too weak to sew in a new liner, or zipper, and is based on our discretion. If we are unable to repair your cooler we will offer you a discount on a new cooler.

(See Cooler Replacement process below)

Our Guarantee Covers:

* The **Liner:** if the cooler leaks because of **manufacture defect**, or **normal use** we will repair the liner.

Please note that coolers damaged by crushed cans, bottle caps, animals, dry ice, glass, or other uses are not considered normal wear and tear are not covered by our warranty. We will fix your cooler, but the fee will be \$25.00. Please see Cooler Repair Instructions below and follow those including the \$25.00 fee instead of the \$12.00 fee.

* The **Main Zipper:** This is the zipper on the top of the cooler, we do not cover the side pocket zippers.

We will repair the main top zipper of the cooler.

COOLER REPAIR INSTRUCTIONS:

If you are returning your cooler you must include \$12.00 (per cooler) if the cooler is over a year old. We use the honor-system, so we'll take your word for it either way. So, if you bought your cooler less than a year ago, do not send \$12.00 dollars (but please tell us that the cooler is less than a year old) But, if your cooler is more than a year old, attach \$12.00 to cover shipping.

Remember it's \$12.00 per cooler you send back. Please note that repairs will take about 4-5 weeks.

- * Make sure cooler meets our repair criteria.
- * Place \$12.00 cash or a check made to AO Coolers inside the cooler.
- * Include a note with your name, return address, and phone number and reason for return (liner or zipper)
- * Send the cooler to:

AO Coolers

ATTN: Repairs

1345 Quarry St. #102

Corona, CA 92879

COOLER REPLACEMENT INSTRUCTIONS:

We will take 20% off the price of the new cooler if your cooler is too old or dirty to repair.

Just cut out a small piece of the liner and mail it back to us at:

AO Coolers

ATTN: Replacement

1345 Quarry St. #102

Corona, CA 92879

*Please include your Name, Address, Phone Number, Email address, and let us know if you would rather us email or call you with your coupon code. Your coupon code will be redeemable over the phone or online.

Hybrid Warranty

AO Hybrid coolers have a 3-year warranty from the original purchase date.

The warranty covers the inside liner and top zipper of the cooler.

The warranty does not apply to coolers damaged from negligence.

Everest Warranty

AO's Rotomolded Everest has a 5-year limited warranty for manufacture defect.

Over time AO Coolers may change and improve its products. Colors and styles of coolers will change and may no longer be in stock. If needed AO Coolers will replace the cooler with a similar product or may be replaced with a product of the same value.

AO Accessories

AO Accessories are not covered under our warranty.

Items include AO Ice: Arctic Ice, Nu Ice, Techni Ice, AO Canteens, Wine Tumblers, AO Tumblers and AO Collapsible Baskets. These are not products manufactured by AO Coolers, therefore we are unable to repair or replace these items.

RETURN EXCHANGES

We will accept all unused returns and refund the price of the cooler. All embroidered coolers and custom coolers are not eligible for return. Shipping costs will not be refunded.

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