

To Return any Glacier Tek Product

You must obtain a return merchandise authorization (RMA) number by calling Customer Service at 1-800-482-0533, Monday – Friday, 9:00 am – 5:30 pm Eastern Standard Time (EST). Without exception you must:

- Give your invoice number and customer code to our Customer Service Representative.
- Return the merchandise in a timely fashion. An RMA number is valid for 30 days only.
- Clearly mark the label of the package with the RMA number. Glacier Tek, Inc. can not accept any returns without a RMA # on the label. Please make sure you ship to the address given to you by our Customer Service Representative. If shipping more than one package, all cartons must be clearly marked with the RMA number on the label.
- Returned Merchandise must be shipped prepaid.
- Package your return properly. Glacier Tek can not take responsibility for returned goods that are lost or damaged in shipping.

What You May Return

You may return new merchandise suitable for resale; this does not include anything that has been washed, worn, altered, or soiled or damaged. Returns are accepted for exchange/refund within 30 days of purchase with a 15% restocking fee.

What You May Not Return

Merchandise not suitable for return includes:

- Any products without an RMA#
- Any product that has been worn
- Any product that has been washed
- Any product that has been altered, soiled, or damaged
- Any product that has been discontinued
- Any product purchased through one of our distributors. Contact the distributor directly for returns.
- Any OEM, branded, or other customized product.

Restocking Fees

If new merchandise is returned within 30 days of purchase, there is a 15% restocking charge; after 30 days returns will not be accepted.

Glacier Tek Manufacturer's Warranty

Glacier Tek/CoolVest.com warrants its products to be free from defects in materials and workmanship for one year from the date of purchase, provided the products supplied have not been subject to accident, alteration, negligence, abuse, or misuse. As the sole remedy under this warranty, Glacier Tek/CoolVest.com will, at its option, repair or replace non-conforming goods.

Glacier Tek Performance Warranty

Glacier Tek/CoolVest.com warrants its phase change products to change phase from liquid to solid and the reverse (when exposed to the appropriate temperatures for a sufficient length of time) for the life of the product, provided the products supplied have not been subject to accident, alteration, negligence, abuse, or misuse. As the sole remedy under this warranty, Glacier Tek/CoolVest.com will, at its option, repair or replace non-conforming goods.

TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, GLACIER TEK/COOLVEST.COM'S LIABILITY AND THAT OF ITS VENDORS OF NEW GOODS SHALL NOT EXCEED THE VALUE OF THE GOODS SOLD. NEITHER GLACIER TEK/COOLVEST.COM NOR ITS VENDORS SHALL BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY. TO THE EXTENT ALLOWED BY LOCAL LAW, GLACIER TEK/COOLVEST.COM AND ITS VENDORS DISCLAIM ANY OTHER WARRANTY OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.