

## **Pac-Refco, Inc (dba Pacific Refrigerator Company) Return Policy**

1. Refund requests must be made within 30 days of delivery date. After 30 days from delivery date, you must contact Pacific Refrigerator Customer Service to determine the best course of action. Pacific Refrigerator will not issue refunds for products purchased through other entities, such as manufacturer or distribution partners.
2. All sales are final for special order and custom manufactured items.
3. A copy of the original invoice may be requested prior to Pacific Refrigerator Company Customer Service issuing a Return Authorization.
4. Returned items must be in like-new condition and returned in original packaging with all original accessories, literature, and other components. Pacific Refrigerator Company reserves the right to reject any refund request if the product is received damaged, or if any accessories, literature, or other original components are missing.
5. A Return Authorization (RA) number must be obtained prior to returning the product; to request an RA number, please email [info@pacrefco.com](mailto:info@pacrefco.com) or call 760-956-8600, and provide the following information:

Order Number  
Name  
Address  
Phone  
Reason for Return  
Date of Purchase

6. Upon written receipt of the RA number, send product to:

Pacific Refrigerator Company  
Attention: Returns Department  
RA # [RA number]  
22230 Ottawa Rd, Unit A  
Apple Valley, CA 92308

7. A copy of the original Pacific Refrigerator Company invoice should be placed inside the return package so that it is easily visible.
8. Products received without an RA number and the required documentation as specified above may not be accepted or processed for return.
9. Products received that do not meet the above return criteria may be returned to the customer via ground shipment.
10. You may be responsible for shipping costs for returning the product to Pacific Refrigerator Company's warehouse. Product should be shipped so that it can be tracked and/or insured; Pacific Refrigerator is not responsible for products lost or damaged during return shipment.
11. Returns will be subjected to a 20% restocking fee. Shipping charges may be nonrefundable.
12. Funds will be credited within 7-10 business days of receipt of returned product pending qualification and subject to above criteria.

**OTHER TERMS AND CONDITIONS MAY APPLY**