

REPLACEMENT AGREEMENT

WhisperKOOL will replace the item(s) with the same or compatible item(s) for products that fail within warranty. Before initiating a warranty claim, the customer must complete all troubleshooting steps and the warranty claim process with a WhisperKOOL technical support representative.

Terms and Conditions

1. The customer will be charged a deposit to replace and ship the item via standard ground shipping under warranty. The total deposit amount will depend on the item being replaced. The customer is responsible for any cost associated with the removal or reinstall of the product.
2. For Unit Replacements:
 - The cellar must be constructed per the guidelines in the Owner's Manual; an adequately built wine cellar must be fully insulated and include a completely sealed vapor barrier that will prevent excessive moisture from entering the wine cellar.
 - The cooling unit must be installed with no obstruction to the airflow. Adequate ventilation is required to dissipate heat away from the unit.
 - The condenser intake air temperature must not exceed the maximum recommended by WhisperKOOL.
 - The customer must install the external drain line to dispel the condensate.
 - **Warranty will be void if the unit is not installed, operated, maintained and serviced in accordance with instructions issued by WhisperKOOL, and a replacement will not be covered.**
3. **It is the customer's responsibility to secure haven/storage for ANY AND ALL items kept and stored in their wine cellar. WhisperKOOL takes no responsibility for the safety and preservation of the items mentioned above if the environment becomes unsuitable to maintain a proper storage environment.**

Required Procedures

- An RMA (Return Merchandise Authorization) number will be issued at the time of the order.
- Once the replacement item has been received and installed, use the new packaging to re-pack the original item and ship it back to the factory.
- The customer will be provided a pre-paid return label or freight pickup for the return shipping of the item.
- **If you fail to return the original WhisperKOOL unit or part to the factory within 30 days of issued RMA, or no problem is found with the product, you will not be eligible for a refund of the deposit amount.**
- All orders covered by warranty will receive a full refund after evaluation has been completed and the claim has been verified, excluding items not covered under warranty, additional fees associated with the claim, and any expedited shipping charges associated with the order.

Additional Considerations

- This program is only for existing WhisperKOOL units under warranty.
- Factory-Authorized Replacement units may have minor cosmetic imperfections.
- Factory-Authorized Replacements have been tested and are in proper operating condition at the time of shipment.
- If you have any questions or require further assistance, please contact our Customer Service Department at 1-(800) 343.9463 or email at support@whisperkool.com.

By signing below, the customer hereby agrees to the Replacement Agreement and its Terms and Conditions described herein:

Customer Name (print): _____

Signature: _____ Date: _____

Shipping Address: _____

Phone Number: _____ Case Number: _____