



Royal Vendors' Cooler and Freezer Warranty and Credit / Return Policy

- UNITED STATES CUSTOMERS ONLY -

NOTE: This policy applies to new cooler and freezer sales only. Stock service parts are covered under a separate one-year warranty policy.

WARRANTIES (to the original purchaser and to one end-user, when obtained from the original purchaser)

Royal Vendors warrants coolers and freezers for five years. The warranty for the refrigeration system, consisting of the evaporator and condenser fan motors, compressor, evaporator, condenser, and the refrigerant tubing, will be for five years. Refrigeration warranties will follow the serial number of the original unit. If the unit fails while under warranty, the same serial number will be attached to the replacement unit to track warranty status. Any unauthorized tampering or cutting (tapping) will void the warranty. LED lighting, plus the Health Safety Controller board (if so equipped), are warranted for three years. All other parts, except fluorescent light bulbs and finish, are warranted for one year.

Royal Vendors' obligation under warranty is limited to repairing or replacing the subject part at our option, when upon examination it was determined by Royal Vendors to be defective. Royal Vendors will pay shipping charges on all parts covered under this warranty when transportation has been made the most economical way. Labor charges to diagnose, repair, remove, or reinstall any part(s) are specifically excluded from warranty coverage.

The warranty is voided when a cabinet or any part thereof has been subject to misuse or alteration without proper authorization. Accident or damage caused by fire, flood, transportation, civil disorder, or act of God is not covered under warranty.

CREDIT AND REPLACEMENT POLICY

Credits or replacements will be issued on warranty items if the proper procedures are followed:

1. ROYAL VENDORS will pay shipping charges on all parts covered under this warranty when transportation has been made the most economical way. (Example: Within the continental U.S.A., regular ground UPS.) An A.R.S. (Authorized Return Service) sticker will be sent with all warranty parts. This method of shipping is preferred for returning parts to Royal.
2. Credits will only be issued to warranty parts that have been ordered under our ADVANCE WARRANTY policy, not for parts ordered as stock. (NO EXCEPTIONS.)
3. When ordering warranty parts in advance, please have the full vender, refrigeration unit, and control board serial numbers.
4. A copy of the Packing Slip, the correct serial number, and complete Return Material Tag (provided with part) are required for returning parts. Please fill out the Return Material Tag completely, keeping the white copy for your records and returning the yellow copy with the attached part. Make sure to provide your company name, address, telephone number, serial number, and model number, along with a brief explanation of the problem.
5. If the item returned is not under warranty, it will be sent back to you at your expense along with a US\$10.00 handling fee, or it will be scrapped.
6. All warranty parts should be properly wrapped and packed securely to avoid further damage. Royal Vendors' parts that are returned from the field and have been tapped into, tampered with, not packaged properly, or have had the serial plate or label removed, will void the warranty.
7. If defective parts are not returned within 15 working days, the invoice will be due in full.

HOW TO READ THE SERIAL NUMBER

The first four numbers represent the year the machine was produced.

The fifth and sixth numbers represent the week within the year the machine was produced.

The letters represent the machine's model number.

The last five numbers are the number of the machine built during that production week.



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