



Dear Customer,

SHIPMENT INSTRUCTIONS FOR THE TENNESSEE CHILL BOX

Unless otherwise instructed by TCB, please follow shipping guidelines below:

***YOU MUST OBTAIN YOUR RMA# DIRECTLY FROM TCB FOR ANY WARRANTY RETURN!

1) Take the Chill Box (without the additional components and minus the wheels and front legs) to your local approved packer/shipper FedEx/UPS location. Have them do a quick inspection on it to ensure there is no visible damage that occurred prior to them accepting the unit. You only need to tell them it is a FRESH AIR SYSTEM. No further information is needed.

2) FedEx/UPS is to pack the unit themselves, to ensure complete and full responsibility for any and all shipping damage that could occur. If you pack the system, the burden and responsibility of proper packing, will be your responsibility!

3) As a rule, we use a 24" x 18" x 24" Double -Walled Cardboard Box is used for unit packing. It can be their choice if they need to vary, yet they will still be responsible for packing it correct.

4) Insure the Chill Box for \$2300.00, the additional few extra dollars for compensation will be worth it.

5) Ship to:

Tennessee Chill Box
9909 Blue Springs Road
Harrison, TN. 37341
423-710-1476

6) FedEx will no longer allow the receiver to prepay shipping costs. Unfortunately, you need to cover the cost to ship back to us. You will be refunded the shipping costs under the following conditions:

a) Follow the above directives concerning packing, insurance and delivery to us.

a) Follow the above directives concerning packing, insurance and delivery to us.

b) When we receive your unit, it will be inspected for any interior or exterior shipping damage, which will include a start up on the unit, to ensure no interior component damage has taken place in addition to what we have discussed.

c) If there has been shipping damage to the unit en-route to us, it is your responsibility to file a claim from your end. We are no longer permitted to file a damage claim as the receiver. We will provide you with any support you need for a possible claim, pictures, technical support and documentation to prove a loss. Claims rarely happen, but when they do, we know exactly how to proceed.

www.TennesseeChillBox.com • (423) 710-1476

9909 Blue Springs Road, Harrison, Tennessee 37341



d) When the unit arrives here as planned, we will begin a complete inspection on the system, test the system, and notify you at once concerning our findings. We will inspect the exterior and interior safety seals for damage, and all components. Any component in your system that has failed due to product or labor items on our end, will be changed out with new components, labor included. We do not repair components, we replace them. If and when the Tennessee Chill Box is responsible for a failed system, we will refund your shipping costs and pay for the shipping back to you.

e) If we discover that a warranty claim is due to damage by others, using the wrong or unapproved components with our systems, not following the instructions for proper use, cleaning and maintenance etc, then the entire cost of shipping both ways, any labor or parts needed for replacement, will be the customers responsibility.

We are grateful to honor our warranty, and will always do the right thing. Thank you for allowing me to share the above information, which also is included in our warranty guidelines. I realize "policy" is difficult at times, yet we hope it keeps all of us from any unneeded surprises at a later time frame. Please keep us informed as to your shipping information, and make sure FedEx /UPS provides you proof of your insurance and a tracking number. Forward us the tracking number, and we will schedule your system for work the day it arrives if possible

If you have any questions, please contact us at 423-710-1476, our office number.

Kind regards,

Tennessee Chill Box, LLC