

AO Cooler Warranty Information

Repairs

Our Guarantee Covers:

- The Liner: If the cooler leaks because of a puncture, tear, or hole from normal use we will replace the liner.
 - *Please note that coolers damaged by animals, dry ice, or other uses that are not considered normal wear and tear are not covered by our warranty. We will fix one of these coolers for a \$25 fee. Please see "How to get your cooler repaired" below and follow those instructions, but please attach a check for \$25.00*
- The Upper Zipper: This is the zipper to the main cooler, not the side pocket zippers. We will repair the main upper zipper

You have two options on how you would like to redeem your warranty. You can either replace your old cooler or get you cooler repaired. For a replacement cooler, we will give you a discount off of a new cooler. For cooler repair, you will ship your cooler back to us and we will fix your cooler.

Cooler Replacement:

We will take \$12.00 off the price of the new cooler. You must cut out a small piece of the liner and mail it back to us at:

*AO Coolers
ATTN: Replacement
509 North Smith Ave
Unit 110
Corona, CA 92880*

Please include your name, address, phone number, email address, and also let us know if you would rather us email or call you with your coupon code. Your coupon code will be redeemable over the phone or online.

How to Get your Cooler Repaired:

If you are returning your cooler you must include \$12 (per cooler) if the cooler is over a year old. We use the honor-system, so we'll take your word for it either way. So, if you bought your cooler less than a year ago, do not send \$12.00 dollars (but please tell us that the cooler is less than a year old). But, if your cooler is more than a year old, attach \$12.00 to cover shipping. Remember, it's \$12.00 **per** cooler you send back. Please note that repairs will take about 3 weeks.

- Make sure the inside of your cooler is dry
- Place \$12.00 cash or a check made out to American Outdoors inside the cooler
- Put your return address, phone number, and name inside the cooler
- Send the cooler to:

*AO Coolers
ATTN: Repairs
509 North Smith Ave
Unit 110
Corona, CA 92880*

Returns

We will accept all unused returns and refund the price of the cooler. All embroidered coolers and custom coolers are not eligible for return. Shipping costs will not be refunded.