

VORTEX NON-TRANSFERRABLE LIMITED-LIFETIME WARRANTY

VORTEX warrants all of their hard-sided coolers to be free from manufacturer's defects in material or workmanship under normal use and service. In the case of a manufacturing defect, VORTEX shall (at their discretion) elect to repair the product or component or provide you with a replacement product or component (if deemed defective). This warranty is your exclusive warranty and there are no warranties that extend beyond the description warranted here. Owner must present original proof of purchase from an Authorized Vortex Coolers Dealer, along with a completed VORTEX warranty-request form to initiate a warranty claim. To obtain a Warranty Form, Return Authorization number and shipping instructions, please contact us at 1-888-240-VORTEX or customer care@vortex-coolers.com.

Exclusions and Conditions

Proper care and maintenance are the responsibility of the consumer. Please carefully review the usage, maintenance and care manual for proper use and care of your VORTEX Cooler. Misuse or improper care will void this warranty. This warranty is not valid if the product or components have been used commercially, damaged through improper care, misuse or neglect, damaged in an accident, unreasonably used/used for any purpose for which not intended, altered in any way from its original configuration, damaged due to any act of nature, purchased secondhand or as a "blemished" cooler. Loss of parts or components removed from the product are not covered under the terms of this warranty. Normal wear and tear (dents, slight warping, scratches, discoloration/fading, non-sticking graphics or normal wear to replaceable parts (latches, handles, skid pads, etc. are not covered under this warranty. VORTEX is not responsible for incidental or consequential damage resulting from any malfunction. Repaired or replaced coolers will be same capacity or larger as defective cooler, but style and color may vary. Damaged products must be returned directly to VORTEX, in their original box or comparable packaging), freight prepaid at customer's expense.