

# ***ARROW-GRAM***

A large, stylized graphic of the word "ARROW-GRAM" in a bold, italicized, sans-serif font. The text is underlined with a thick black line that extends to the right and then curves downwards to form a large arrowhead pointing towards the bottom right.

2026-0014  
June 1, 2026

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## Transportation & Return Policy Update

Effective June 1, 2026, there are several key changes to the Corporate Return Policy:

- Product must be shipped within **60 days** of receiving the Return Delivery Form and BOL. Please note that the RMA will be subject to cancellation if the product is not received within this timeframe.
- For smooth return processing, please affix the Return Delivery Form to all items being returned.

The above statements have been added to the included Return Policies. If you have any questions, please contact our Customer Service department.



## Trevarrow, Inc. Standard Return Authorization Process & Policy Regional Distribution Center (RDC) Gilberts, Illinois

- Return Authorization Request** – The Dealer must submit their requests via the Commerce Cloud portal. The submission request must include photos showing all four sides of the carton. If the carton is open, additional photos must be included that show all sides of the product.
  - All Return Authorization Requests, including fees, are submitted, reviewed, and approved within the Commerce Cloud Portal only. Pre-approvals, either verbally or via email, are not valid.
- Standard RA Returns** – All Freight Costs for general returns, misordered, and order cancellations will be the responsibility of Sub-Zero Group per the Return Policy below.
- 90-Day - 10% Return Policy:** Submit a request in the Commerce Cloud Portal within 90 days of the original shipping date. A Standard Return receives a 10% Restocking Fee for the invoiced amount of the product(s) that can go directly back to a new inventory (factory-sealed cartons) status.
  - Upon Return Request Approval: Sub-Zero Group will send the necessary Bill of Lading and Label paperwork to the Dealer Contact email address selected during the request submission. At this point, the Dealer assumes responsibility for coordinating the schedule to have the product picked up by the Sub-Zero Group RDC preferred transportation carrier. *The product must be shipped within 60 days of receiving the Return Delivery Form and BOL. Please note that the RMA will be subject to cancellation if the product is not received within this timeframe. For smooth return processing, please affix the Return Delivery Form to all items being returned.*
- Product returns are only accepted if the condition matches the approved Return Authorization.** Upon receipt at the RDC, if the product's condition differs, it will be subject to an increased Restocking Fee.
  - Any products that have been opened or are NOT in their original packaging will be charged a minimum of a 25% Restocking Fee.
  - Discontinued and Slow-Moving items such as Modules, Ventilation, and Companion products will be charged a 50% Restocking Charge.
- In case of an Order Discrepancy such as Mis-Pick, Mis-Package, or Shortage, the following conditions will apply:**
  - Dealer must report any shipment discrepancy directly to Trevarrow, Inc. Customer Service within 24 hours of shipment receipt. Due to this type of discrepancy, a limited window of opportunity exists for Trevarrow, Inc. and Sub-Zero Group, Inc. to investigate effectively. Claims filed after 24 hours of delivery receipt will be denied.

Please make sure that the ramifications of each product's return are fully understood. Once a product is shipped back to the factory, it cannot be returned to the dealer. If there are questions about a return, contact your Trevarrow, Inc. Territory Sales Manager or Customer Service.

Thank you for your business.

Bruce H. Trevarrow  
President



**Trevarrow, Inc.**  
**Damaged In-bound Freight Claim Process & Policy**  
**Regional Distribution Center (RDC) Gilberts, Illinois**

**Responsibility for Shipped products:** – Buyer/dealer assumes all risks of loss or damage in transit and any other costs after the products are delivered.

**Immediately upon receipt, if the Sub-Zero Group product has been mishandled or damaged during inbound transit, the Dealer Receiving Manager is required to:**

1. Receive the product. (Never refuse damaged products; these trucks do not return to the RDC.)
2. Take photos depicting the mishandling of the damaged product, ideally while the product is still on the carrier's trailer.
3. Make a notation on the Delivery Bill-of-Lading stating that an item, or items, are being received with visible damage.
4. Submit a copy of the delivery receipt and photos of the product immediately to the Commerce Cloud portal. If you are unable to submit on the portal, contact Trevarrow, Inc. Customer Service at [CustomerService@TrevarrowInc.com](mailto:CustomerService@TrevarrowInc.com) with the required information within 48 hours to qualify.
5. **Upon Return Request Approval, the above-required information in #4:**
  - a) Sub-Zero Group will send the necessary Bill of Lading and Label paperwork to the Dealer Contact email address selected during the request submission. At this point, the Dealer assumes responsibility for coordinating the schedule for the product return pick up by the **Sub-Zero Group RDC** preferred transportation carrier. *The product must be shipped within 60 days of receiving the Return Delivery Form and BOL. Please note that the RMA will be subject to cancellation if the product is not received within this timeframe. For smooth return processing, please affix the Return Delivery Form to all items being returned.*
  - b) Trevarrow, Inc. Customer Service will issue credit upon receipt of confirmation of the returned product back to RDC in **Gilberts, Illinois.**
  - c) The Regional Warehouse Manager at the RDC in **Gilberts, Illinois,** will file the relevant freight claim with the transportation carrier and collect payment.

**Sub-Zero Group RDC Return Policy:** Please do not attempt to return any items without obtaining a written Return Authorization from Sub-Zero Group first. Without proper authorization, **Sub-Zero Group RDC** will instruct the carrier to re-deliver the product to you. Then, the Dealer assumes all liability if product damage occurs in transit. In this case, Dealer will be responsible for filing the freight claim with the transportation carrier.

Provided you complete items 1-4 above, the **Sub-Zero Group RDC** will assume responsibility for filing the freight claim with the transportation carrier and ensure the Dealer's account is credited 100% for the product. All Return Authorizations are submitted, reviewed, and approved in the Commerce Cloud Portal only. Pre-approvals, either verbally or via email, are not valid.

Please make sure that the ramifications of each product's return are fully understood. Once a product is shipped back to the factory, it cannot be returned to the dealer. If there are questions about a return, contact your Trevarrow, Inc. Territory Sales Manager or Customer Service.

Thank you for your Business.

President  
Trevarrow, Inc.



## Trevarrow, Inc. Concealed Damage Return Process & Policy Regional Distribution Center (RDC) Gilberts, Illinois

1. **Concealed Damage – 90-Day Return Policy:** Submit a request in the Commerce Cloud Portal upon discovery or within **90 days** of the original receipt date. The submission request must include clear photos showing all sides of the original packaging and the damaged product. All original packaging must be kept and returned with the product if the request is approved.
  - All Concealed Damage Return Requests are submitted, reviewed, and approved within the Commerce Cloud Portal only. Pre-approvals, either verbally or via email, are not valid.
2. **Upon Concealed Damage Request Approval:**
  - a) Sub-Zero Group will send the necessary Bill of Lading and Label paperwork to the Dealer Contact email address selected during the request submission. At this point, the Dealer assumes responsibility for coordinating the schedule for the product and original packaging pick up by the **Sub-Zero Group RDC** preferred transportation carrier. *The product must be shipped within 60 days of receiving the Return Delivery Form and BOL. Please note that the RMA will be subject to cancellation if the product is not received within this timeframe. For smooth return processing, please affix the Return Delivery Form to all items being returned.*
  - b) Concealed Damage Return Requests submitted after 90 days are subject to a Restocking Fee of up to **105%**.
  - c) Upon return receipt at the RDC, if the factory deems the product does not have Concealed Damage, or the product cannot be fixed or returned as a Seconds condition, it is subject to a Restocking Fee of up to **105%**.

Please make sure that the ramifications of each product's return are fully understood. Once a product is shipped back to the factory, it cannot be returned to the dealer. If there are questions about a return, contact your Trevarrow, Inc. Territory Sales Manager or Customer Service.

Thank you for your business.

President  
Trevarrow, Inc.

June 2026