



WARRANTY CLAIM

NEED REPLACEMENT PARTS? PLEASE [CLICK HERE](#).

OVERVIEW OF WARRANTY

Bison Coolers are built to last. Odds are, you'll never have an issue with any of our products. In the rare event you do, we back our hard coolers, hard cases, and drinkware against manufacturing defects with a 5-year warranty from the date of purchase. Bison SoftPaks and Work 'N Plays are backed with a 2-year warranty. You've seen the pictures and videos so we don't have to prove our products are tough as nails.

SCOPE OF WARRANTY

Our warranty does not apply to damage caused by negligence, misuse, fire, personal modifications or commercial usage. Accidental or normal wear and tear is not warranted including scratches, dents, chips or discoloration due to usage or sunlight. Plastics regularly expand and contract given environmental conditions. Slight lid warping may occur and is not covered under warranty unless performance of the cooler is materially impacted. These products will be performance tested at our facility and Bison Coolers, LLC will repair or replace, at their discretion, the cooler or any component that is deemed defective.

Demo or factory seconds are not warranted.

Bison Coolers, LLC shall not be responsible for consequential, special or incidental damages arising out of a claim or due to the use of our cooler. Our limit of liability is the purchase amount of the cooler.

We reserve the right to change product models, designs and colors. Limited run products may no longer be stocked and Bison Coolers, LLC will provide a comparable product at our discretion. Coolers repaired or replaced under this limited warranty may or may not include these changes.

BISONCOOLERS.COM

**BISON COOLERS LLC
5113 COMMERCIAL DR.
NORTH RICHLAND HILLS, TX 76180**

**855-278-8355
SUPPORT @ BISONCOOLERS.COM**

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WARRANTY CLAIM

WARRANTY PROCESS

1. Complete the required Warranty Request Form below
2. A Bison Warranty Specialist respond to assist with resolving your issue
3. If a potential issue exists with the product itself, it must be shipped directly to Bison Coolers, LLC. in an appropriate cardboard packaging, freight prepaid. Bison Coolers, LLC will not cover shipping charges associated with returning the cooler to our facility. Please include a copy of the original sales receipt.

Bison Coolers, LLC

5113 Commercial Drive

Fort Worth, TX 76180

4. If warranty applies, Bison Coolers, LLC will repair or replace, at their discretion, the cooler or any component that is deemed a manufacturing defect. If a product is deemed defective, Bison Coolers, LLC will ship a replacement product at no cost. Bison Coolers, LLC will not reimburse for personal customization or modifications.

REFUND POLICY

Refunds are available for purchases made within 30 days and only apply to orders made directly through BisonCoolers.com. Products purchased through a dealer or other online retailer are not eligible for refunds. Products must be in new condition and show no signs of use. Original or return shipping charges will not be refunded.

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