

# PORTACOOOL

## WARRANTY RETURN REQUEST FORM

To ensure your warranty return request is processed in a timely manner, please do not leave any of the below fields blank.

\* If you have any questions, please send to [returns@portacool.com](mailto:returns@portacool.com) or call 1-(800) 695-2942,  
Monday - Friday (7:30 a.m. to 5:00 p.m. CST)

Date of Request \_\_\_\_\_

Name \_\_\_\_\_

Phone Number \_\_\_\_\_

Email Address \_\_\_\_\_

Shipping Address \_\_\_\_\_

Model Number  
(Begins with PAC) \_\_\_\_\_

Serial Number \_\_\_\_\_

Manufacturer Date Code,  
where applicable \_\_\_\_\_

Part Number or  
Description of the part \_\_\_\_\_

Purchase Date \_\_\_\_\_

Brief reason for warranty  
request of the part \_\_\_\_\_

Are you seeking:  Replacement Part

Credit \*Item must have been purchased directly from Portacool, LLC

If you are seeking a replacement Component Part, please complete the Return Request and attach an image of the manufacturer label from the defective item. Email the completed document to [returns@portacool.com](mailto:returns@portacool.com), or affix the physical sticker to a printed copy of this completed form and mail it to Portacool at:

Portacool, LLC, Attn: Customer Service  
711 FM 2468, Center, TX, 75935

Place/Attach label from defective item here:

\*Examples of manufacturer labels may be found at the link below:  
<https://www.portacool.com/en/us/support/return-merchandise-authorization>

**\*Replacement Component Parts will ONLY ship when Portacool has received this completed form.**

**\*Please allow 24-hours for processing upon receipt of request.**