

## Return Eligibility

- Returns are accepted within 30 days of purchase.
- After 30 days, returns will not be accepted.
- The water cooler must be:
  - In like-new condition.
  - Free from damage, scratches, or signs of misuse.
  - Returned in original packaging with all included accessories, manuals, and parts.

## Non-Returnable Items

- Opened or used water coolers that show signs of wear.
- Units without the original receipt or proof of purchase.
- Clearance or final sale items.

## Return Process

1. Contact Distillata Customer Service at 216-771-2900 to initiate your return.
2. Provide proof of purchase.
3. Our team will confirm the purchase date to authorize eligibility.
4. Approved returns will be refunded in the original form of payment, minus any applicable restocking fee.

## Restocking Fee

- A 15% restocking fee applies to all approved returns to cover inspection, cleaning, and repackaging costs.