

Return Process

Step One: Contact coolife

Please contact coolife before returning the product(s) in question. For any returns that have been conducted without contacting us beforehand, we reserve the right to reject said returns and refuse to complete any services or accommodations associated with our Return Policy.

Step Two: Send photos with details of the product issue included

For issues involving a manufacturing defect, if specific photos and details are provided we will be able to process a solution more quickly for you.

Step Three: contact coolife and notify return tracking number

Please keep the return tracking number you receive following mailing your product(s) to our address and promptly send it to us via email so we may offer you further assistance in the event of any unforeseen issues arising during the return transit process.

In this situation, we can not offer mail (return) label. Please consult your preferred carrier and return the product.

Step Four: Refund & Replacement