

# Return Policy

## Return policy FAQ

**The Metal Ware Corp, an official affiliate of DEWALT,** offers all customers a 30-day money back guarantee on **unused** products. If you are not completely satisfied with your purchase, you may return it **unused and undamaged** in it's original packaging for a refund of the product cost within 30 days of the date of delivery. A 15% restocking fee may apply.

**Please be aware that we can only accept returns of orders placed directly through and fulfilled by The Metal Ware Corp. If you purchased or ordered any of our products through another retailer, we suggest contacting that particular retailer for return information. All returns require a Return Merchandise Authorization (RMA) number.** To obtain a RMA number, please contact our customer service department by phone at 1-844-613-8200 during business hours. Any return made without proper authorization will not be accepted for refund or exchange. The RMA number is only valid for 3 weeks after it is issued. Any return that is received after the 3-week period may not be accepted or may be subjected to a restocking fee. All returns must be sent in original packaging with the RMA number clearly posted on the outside of the package. All returns must be shipped at the customer's expense, but can be shipped using the customer's choice of carrier. DEWALT® and The Metal Ware Corp are not responsible for damages resulting from return shipment by the customer. It is the customer's responsibility to insure all packages returned to us. Please be advised, if you wish to return an item for a refund that was received as a gift, the refund will be issued to the purchaser. When you contact our customer service department for a RMA number, please be able to provide the order number or the purchaser's information so we may

easily locate the account in our database. Returned items are processed in the order that they are received. Please allow 1-4 weeks for your return to be processed and documented in our database. Any refund or exchange will be processed as soon as possible after recorded receipt of the returned item.

**Refund Policy** All refunds issued will be in the amount of the product cost only. Shipping and handling costs or any additional surcharges for shipping are non-refundable and non-exchangeable. If you choose to return your order for a refund, and payment was made by credit card, your refund will be submitted to the original credit card on file. If that credit card has since expired or will no longer accept a credit, a representative will contact you for another method of receiving payment. If you choose to return your order for a refund, and payment was made by electronic check, personal check or money order, a refund check will be mailed to you. Please allow 1-2 weeks for delivery once your return is processed. If you choose to return your order for an exchange, your account will be credited the total product cost of your original order. The credit may be applied toward the purchase of new products. New shipping and handling charges will be applied to your second order as applicable.

**Damaged or Wrong Item Received** It is the customer's responsibility to contact us within 30 days after delivery if a damaged or incorrect item was received. If we are not contacted until after the 30-day period regarding a damaged or incorrect item received, the customer will not be eligible for a replacement.

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# Support

Support

## Support Form

Need help or have a question about your product? Contact us here.

[Support Form](#)

## Return Policy

Need to return your product or need a replacement? Contact us here.

[Return Policy](#)

## Contact Us

Need to ask some pre-sale questions? Contact us here.

[Contact Us](#)

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# Contact

## Contact Us

Have a question about one of our products before you purchase it or do you just want to get in touch with us? Contact us here.

# Contact Us

MetalWare Corp.  
P.O. Box 237  
1700 Monroe St.  
Two Rivers, WI 54241  
1-844-613-8200

▪ NAME\*

First

Last

▪ EMAIL\*

▪ PHONE

▪ REASON FOR CONTACTING US\*

▪ CAPTCHA

Submit

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# Corporate Sales

## Corporate Sales

The gift of a DeWALT cooler, lunchbox or drinkware makes a statement about how much you value your employees, clients, and guests. These are gifts that will last for years and reflect positively on your good name.

▪ Name\*

First

Last

▪ Company

▪ Email\*

▪ Phone\*

▪ Address

Street Address

Address Line 2

City

State / Province / Region

ZIP / Postal Code

Afghanistan

▼

Country

▪ Items Interested In\*

Select All

- ☐

Coolers

- ☐

Drinkware

- Quantity
- Special Instructions / Color Selection (drinkware only)

- CAPTCHA

Submit

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# Why DeWalt Coolers

Why Dewalt Coolers

## DEWALT COOLER DNA

Roto mold design stands up to the roughest treatment and ensures temperature optimization.

Easy-open lid latches provide secure closure and the reinforced insulation provides superior ice retention that keeps food and drink cold for days.

Integrated bottle opener for convenience and dual-sized drain plug for easy draining.

Tested to withstand the punishment of a real jobsite.





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# Home

SEE WHAT'S NEW

## Construction Coolers

Built tough to withstand rugged construction environments.

[Shop Now](#)

## Performance Drinkware

Designed to keep your beverages hot or cold in every weather condition.

[Shop Now](#)

## Reinventing Lunchboxes

Sturdy construction that protects your food from unpredictable worksite perils.

[Shop Now](#)

# Water Coolers

Dependable design to keep hydrated all day long.

[Shop Now](#)

- COOLERS
- DRINKWARE
- ACCESSORIES



- Coolers

## 65 QUART COOLER

Rated 0 out of 5

\$299.99

[Add to cart](#)



- Out of stock  
Coolers

## 5 Gallon Water Cooler

Rated 0 out of 5

\$149.99

[Read more](#)



- Coolers

## 45 QUART COOLER

Rated 0 out of 5

\$249.99

[Add to cart](#)



■

Coolers

## 25 QUART COOLER

Rated 0 out of 5

\$159.99

[Add to cart](#)



▪

Coolers

## 10 QUART LUNCH BOX COOLER

Rated 0 out of 5

\$99.99

[Add to cart](#)



▪

30 OZ

Out of stock

## 30 oz Yellow Powder Coated Industrial Drinkware

Rated 0 out of 5

\$19.99

[Read more](#)



30 OZ

## 30 oz Stainless Steel Industrial Drinkware

Rated 0 out of 5

\$19.99

[Add to cart](#)



▪

Out of stock

30 OZ

## 30 oz Black Powder Coated Industrial Drinkware

Rated 0 out of 5

\$19.99

[Read more](#)



▪

Out of stock

20 OZ

# 20 oz Yellow Powder Coated Industrial Drinkware

Rated 0 out of 5

\$14.99

[Read more](#)



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Cutting Boards

# 65 Quart Cutting Board Cooler Divider

Rated 0 out of 5

\$29.99

[Add to cart](#)





- Baskets

## 65 Quart Basket Accessory

Rated 0 out of 5

\$14.99

[Add to cart](#)



- Ice Packs

## 5 Gallon Ice Pack

Rated **0** out of 5

\$19.99

[Add to cart](#)



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Cutting Boards

## 45 Quart Cutting Board Cooler Divider

Rated **0** out of 5

\$29.99

[Add to cart](#)

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# Terms & Conditions

**Your opinion counts! We are always looking for ways to better serve our customers.**

If you are not able to find what you are looking for on our site or if you would like to comment on DEWALT®, or the site in general, please feel free to call one of our Customer Service Representatives. For other DEWALT® Product Support/FAQ that are not coolers or their affiliate products [click here](#).

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## Updated Privacy Policy

For more on our privacy policy, [click here](#).

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## How do I Place an Order?

Our online store is now OPEN! You may also place orders by calling [1-844-613-8200](tel:1-844-613-8200)

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## How do I contact Customer Service?

Phone: [1-844-613-8200](tel:1-844-613-8200)

## Summer Hours (May 28th to September 3rd):

Monday- Thursday: 7am – 4:30pm Friday: 8am- 12pm

## Winter Hours (September 4th to May 27th):

Monday- Friday: 8am – 4:30pm For other DEWALT ® Product Support/FAQ [click here](#).

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## Shipping FAQ

### 1. Can you ship to a PO Box?

Smaller items typically can ship to a Post Office Box, larger items can not. If you are unsure how your order will ship, contact our Customer Service Dept. at [1-844-613-8200](tel:1-844-613-8200) to find out. NOTE: All EXPEDITED, SECOND DAY and NEXT DAY Shipments Require A PHYSICAL ADDRESS!

### 2. How will my product ship if it doesn't ship by UPS?

Most smaller orders that are not shipped via UPS are shipped via a service called Smartpost (a division of Fedex & USPS). To track your Smartpost shipment, copy your tracking number from your order & paste into [www.fedex.com](http://www.fedex.com) tracking webpage for estimated delivery date.

### 3. How long will it take to ship my package?

All products will ship from Wisconsin. Continental United States (48 States): Please allow 2-4 weeks for shipping. APO/FPO please allow 4 weeks for shipping. Shipping fees to APO and FPO addresses will follow the US Rate Chart. Alaska, and Hawaii: Please call our Customer Service Department at [1-844-613-8200](tel:1-844-613-8200) for actual shipping charges. You will be charged the actual shipping fees, based on weight and destination, plus handling fees. International, Customers requesting

international delivery must inquire by calling us at: [1-844-613-8200](tel:1-844-613-8200) Mon-Fri 8:00am – 4:30pm CST Rush Delivery Orders placed for Next Day or Second Day must be received before 11:00AM Central Standard Time in order to ship out on the same scheduled business day, rush orders placed over the weekend will be shipped on Monday or next scheduled business day. “Saturday and Sunday deliveries” are not offered with our “Next Day” or “Second Day” shipments. Please call our Customer Service Department at [1-844-613-8200](tel:1-844-613-8200) if you have any questions.

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# 25 QT, 45 QT, & 65 QT Ice Pack

- For use with DEWALT Cooler models: DXC25QT, DXC45QT, and DXC65QT
- Ideal for maximum ice retention
- Keeps food and beverages cold
- Non-toxic and food safe
- Secures to cooler to help maximize space
- Kit includes plug for attaching ice pack to cooler
- Dimensions: 10" x 8.9" x 1.2"
- Weight: 2.2 lbs.