**Whirlpool, KitchenAid, and Maytag Refrigerator Class Action Settlement**

**WPL-GN**

**Instructions**

# Replacement Claim Form - Instructions

**Instructions for Completing the Enclosed Claim Form**

The Parties have reached a settlement agreement in a class action lawsuit in which Plaintiffs allege that certain Whirlpool-manufactured refrigerators sold under the brand names Whirlpool, KitchanAid, and Maytag can be susceptible to inadequate defrosting of the evaporator in the refrigeration compartment, which may cause periodic build-ups of frost and ice on the evaporator, impeding the refrigerator's ability to cool food properly (a "Frost Clog Issue"). If you believe you are a member of this Class, you must complete and submit the enclosed Claim Form online or by U.S. Mail at the addresses provided below. Detailed information about qualifying "Class Refrigerators," as well as benefits available under the terms of the settlement, can be found at www.CoolingSettlement.com.

**WEB:** **www.CoolingSettlement.com**

**MAIL**: *Paperno v. Whirlpool Corp.*
Settlement Administrator
1650 Arch Street, Suite 2210
Philadelphia, PA 19103

**Important Deadlines:** Claim Forms for Replacements acquired before January 31, 2025 must be submitted online or postmarked by June 18, 2025. Claims for Replacements acquired after January 31, 2025 must be made within 90 days of the replacement purchase.

**Potential Benefit:** If you paid documented, out-of-pocket to service two or more Frost Clog Issues within six years of your Class Refrigerator's date of manufacture and you incurred documented, out-of-pocket expenses to replace your Class Refrigerator due to the Frost Clog Issue continuing or recurring, you may be eligible for a reimbursement as follows:

- 75% cash reimbursement of the original purchase price of your Class Refrigerator For a Paid Qualifying Replacement occurring within the first (1st), second (2nd) or third (3rd) years following the date of manufacture of Whirlpool's records show you contacted Whirlpool to request a replacement refrigerator before paying out-of-pocket; or 50% of the original purchase price of the Refrigerator otherwise;

- 45% cash reimbursement of the original purchase price of your Class Refrigerator For a Paid Qualifying Replacement occurring within the fourth (4th), fifth (5th) or sixth (6th) years following the date of manufacture of Whirlpool's records show you contacted Whirlpool to request a replacement refrigerator before paying out-of-pocket; or 25% of the original purchase price of the Refrigerator otherwise.

**Making a Claim:** To make a claim for a prior Paid Qualifying Replacement you must (1) complete this entire Claim Form (pages 2 through 3), (2) attach copies of all required documentary proof, and (3) submit the completed Claim Form and attached documentation by U.S. Mail or online at www.CoolingSettlement.com by June 18, 2025. To make a claim for a Paid Qualifying Replacement acquired after January 31, 2025, you must submit your completed Claim Form and attached documentation **within 90 days** of the replacement purchase to receive a reimbursement, if eligible.

*If you are making claims for more than one Class Refrigerator, please complete a separate Claim Form for each Class Refrigerator.

**If you have questions about completing the Claim Form, please visit www.CoolingSettlement.com, or contact the Claims Administrator at info@CoolingSettlement.com or 1-866-759-5173.

## CLAIM FORM CHECKLIST

**Before submitting this Claim Form, check that you have done the following:**

- ☐ Completed all fields in Section A (Name and Contact Information).
- ☐ Provided the Model Number and Serial Number of your Refrigerator and answered every question in Section B, including by providing documentation where required (indicated by the 📖 symbol).
- ☐ Signed the Certification in Section C.

*Please keep a copy of your completed Claim Form for your records.*

**Your claim must be submitted online or postmarked by: June 18, 2025**

# Whirlpool-Manufactured Refrigerator Class Action Litigation Settlement

# Claim Form

**WPL-GN**
**PART ONE**

## SECTION A: NAME AND CONTACT INFORMATION

Provide your name and contact information below. It is your responsibility to notify the Claims Administrator of any changes to your contact information after submitting your Claim Form.

**First Name** **Last Name**

**Street Address**

**City** **State** **Zip Code**

**Phone Number** **E-Mail Address**

## SECTION B: INFORMATION ABOUT YOUR CLASS REFRIGERATOR

**Model Number of Class Refrigerator** **Serial Number of Class Refrigerator**

**Note**: To locate the model and serial number, look for the tag on the inside frame of your refrigerator door. If you cannot provide a valid model and serial number you are not entitled to any benefit. If you cannot find the model and serial number (or if you no longer own the refrigerator), call 1-866-759-5173 for assistance.

| | | |
|---|---|---|
| 1. | Are you a resident of the United States or its territories who purchased, received as a gift, or acquired as part of the purchase or remodel of a home, a new Class Refrigerator (i.e., a Whirlpool-manufactured refrigerator with a model and serial number listed as eligible for settlement benefits on www.CoolingSettlement.com)?<br><br>If you answered "**No**" to this question, **STOP**; you are not entitled to any compensation or benefit under this Settlement.<br><br>📖 If you answered "**Yes,"** please attach documentary proof of the above, including, but not limited to, purchase receipts, credit card statements, and warranty registrations. If you are unable to provide documentary proof, please complete Question 2 below. Otherwise, continue to Question 3. | Question 1:<br>Yes ◯ No ◯ |
| 2. | **DECLARATION:** I declare under penalty of perjury of the laws of the United States that I have searched for but am unable to find documentary proof, but that I qualify for membership in the class because I either purchased a Class Refrigerator new, acquired a new Class Refrigerator as part of a purchase or remodel of a home, or received a new Class Refrigerator as a gift.<br><br>_____ _____<br>**Signature** **Date** | If you were unable to sign the Declaration, **STOP**; you are not entitled to any benefit. |
| 3. | Was your Class Refrigerator for personal or household use?<br><br>(If you answered No to this question, **STOP**; you are not entitled to any compensation or benefit under this Settlement.) | Question 3:<br>Yes ◯ No ◯ |
| 4. | Is the date on which you purchased the refrigerator later than the date of manufacture? The date of manufacture can be found by matching your refrigerator model and serial number to the list posted on www.CoolingSettlement.com.<br><br>📖 If so, you may provide additional documentary proof showing the date of purchase or date of delivery. If your documentation is sufficient, your settlement benefit eligibility will be calculated according to your documented purchase or delivery date, whichever is later. | Question 4:<br>Yes ◯ No ◯ |
| 5. | Do you have documentation showing that within six years of the date of manufacture (or purchase/delivery with documentation, see Question 4), you paid out-of-pocket to replace your Class Refrigerator in response to a Frost Clog Issue that continued or recurred after two or more Frost Clog Issue repairs, i.e., you replaced your Refrigerator after at least twice paying out-of-pocket to service inadequate defrosting of the evaporator in the refrigeration compartment, which may cause periodic build-ups of frost and ice on the evaporator, impeding the refrigerator's ability to cool food properly?<br><br>This claim requires that you provide sufficient documentation of your payment out-of-pocket for two or more Frost Clog Issue repairs that occurred prior to replacing your Class Refrigerator, and that you provide sufficient documentation of your payment out-of-pocket for the replacement itself.<br><br>Examples of sufficient documentation for Question 4 include, but are not limited to, purchase invoices, service tickets, service estimates, and service receipts that show you paid out-of-pocket for those prior repairs and for the replacement.<br><br>(If you answered "**Yes**" to this question, gather and prepare to upload or mail your documents. If you answered "**No**" to this question, **STOP**; you are not entitled to any compensation or benefit under this Settlement.)<br><br>📖 **If you answered "Yes" you MUST gather and upload or mail your documents or you will not be entitled to any compensation or benefit under this Settlement.** | Question 5:<br>Yes ◯ No ◯ |

## SECTION C: PAYMENT SELECTION

Please select **one** of the following payment options:

☐ **PayPal** - Enter your PayPal email address: _____

☐ **Venmo -** Enter the mobile number associated with your Venmo account: _____-_____-_____

☐ **Zelle -** Enter the mobile number or email address associated with your Zelle account: _____

☐ **Physical Check -** Payment will be mailed to the address provided above.

**Final Instructions:** When submitting documentary proof, feel free to black out sensitive information such as credit card numbers and identification codes. Your information will be used solely for the purpose of verifying your claim and will be kept confidential.

Once you have completed this Claim Form and gathered all required documentary proof, **sign and date the Certification Statement**, below. You may then submit your completed Claim Form, including a copy of your documentary proof, online by email to **info@CoolingSettlment.com,** or U.S. Mail to the Settlement Administrator at the address printed on the Claim Form-Instructions. You may also complete your Claim Form online at www.CoolingSettlement.com and upload any supporting documentation, there. Please keep your original documentary proof, and send only copies to the Settlement Administrator. **If you fail to provide the requested information or if you do not upload or mail your documentary proof, then you will not be entitled to any compensation or benefit under this Settlement.**

## SECTION D: CERTIFICATION STATEMENT

**CERTIFICATION STATEMENT (*Please note that you will not be eligible to receive any settlement benefit unless you sign and date this statement.*):** I declare under penalty of perjury of the laws of the United States that all information provided in this Claim Form is true and accurate.

| | |
|---|---|
| Signature | Date |

Print Name