



Replacement Request Form

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| <p>Pack your tumbler(s) in a box or envelope addressed to:</p> <p>Tervis Tumbler Company Attn: Returns 201 Triple Diamond Blvd North Venice, FL 34275</p> <p>Please allow approximately 4-6 weeks for your new Tumblers to arrive.</p> | <p>Please print return shipping address:</p> <p>Name: _____</p> <p>Company (Optional): _____</p> <p>Address: _____</p> <p>City: _____ State: _____ Zip Code: _____</p> <p><input type="checkbox"/> Business Address <input type="checkbox"/> Residential Address Daytime Phone: _____ - _____ - _____</p> <p>E-Mail (Optional): _____</p> <p><input type="checkbox"/> Please add me to the Tervis e-mail list for special offers & more!</p> |
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LICENSED PRODUCT RESTRICTIONS

Due to licensing restrictions, we are unable to replace Tervis non-licensed items with licensed product. Licensed designs include, but are not limited to: **NFL®**, **NBA®**, **MLB®**, **MiLB®**, **NHL®**, **Collegiate**, **John Deere®**, **Hallmark®**, **Military**, **Guy Harvey®**, **FIESTA®**, **Margaritaville®**, **Marvel™**, **Coca-Cola®**, **Anheuser-Busch®**, **Disney®**, **Tommy Bahama®**, **PGA®**, **Kentucky Derby**, **Ford®**, and **Indianapolis 500**.

We can only replace a licensed design with the same **licensor** design you returned to us. Examples: Notre Dame emblem will be replaced with Notre Dame emblem, Tampa Bay with Tampa Bay, Celtics with Celtics, Coast Guard with Coast Guard, Guy Harvey with the same Guy Harvey emblem. Hallmark with the same Hallmark emblem etc.

Replacement Request Please specify which tumbler(s) you are returning, the quantity, the reason for return and what you would like your Tumbler Design replaced with by selecting one (1) of the options below for each tumbler being returned. If you are returning glitter tumblers, please select an alternate **non-licensed** design. We cannot replace decals (stickers). Please choose option 2 or 3 if this applies.

Return Option Key (Options 1-4)

1. Replace with updated design.
2. Replace with clear.
3. Choose an alternate design.
4. Reuse design (if can be removed)

*Replacement must be same size as returned tumbler. Decoration must be the same i.e. wrap for wrap, emblem for emblem. **Choosing 3 or 4 requires an alternate design.***

| Tumbler Being Returned <i>(ex. Red Grapes 16oz)</i> | Qty | Reason for Return <i>(ex. Leaks)</i> | Return Option from Key Above <i>Please circle one (1) of the below options. If option 3 or 4 write design request in provided space below.</i> |
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Tervis Replacement Terms & Conditions

- ✓ The bottom of my tumblers(s) says Tervis or Tervis Tumbler. (If the Tervis name is not on the bottom, it is not a Tervis product and therefore not replaceable.)
- ✓ I am not returning lids or straws as they do not have a lifetime guarantee and cannot be replaced.(excluding water bottle lids)
- ✓ If you are requesting a replacement of a mug purchased before 1/1/11, it will be replaced with the newly designed mug. Visit Tervis.com/size chart for details.
- ✓ Any requests for new items to be ordered cannot be included with your replacement request. Please order online at Tervis.com or by phone (1-866-TUMBLER).

If you are returning glitter tumblers and the option chosen is a licensed item or Failure to sign below will result in replacing tumbler(s) with clear tumbler(s) without option to exchange.

Please sign here: _____ Date: _____