



Consumer Merchandise Return Form

You may return your order with your sales receipt or packing slip within 30 days from date of purchase for the refund of the sale price and tax of the purchase (shipping charges will not be refunded). Please note that non-defective returns must be returned in new and unused condition along with its original packing materials. Mail-in returns will be processed within 10 days of receipt. If you purchased at a 3rd party Tervis retailer, please return your item(s) to retailer where purchased.

Name And Billing Address:		
Name:		
Address:		
City:	State:	Zip:
Phone:	Fax:	
Email:		
<input type="checkbox"/> Please add me to your email list so that I can receive news and promotions when they become available.		
Order #:		

Returning Merchandise					
Quantity	Item #	Description	Reason Code #	Exchange*	Return For Credit
				<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>

*Please list items below

Return Reason Codes:		
1. No longer needed/Changed mind	3. Product different from website	5. Incorrect item ordered (size/color)
2. Not as pictured on tervis.com	4. Customer not satisfied	

if exchange please complete				
Quantity	Item #	Description	Unit Price	Total Price

If your order originally received free shipping because it met the offer requirements, but will no longer meet the requirements after we receive the returned item(s), Tervis will refund the sale price of the returned item, minus the cost of the shipping charge valued at the new order subtotal.

Please Note: Personalized & customized items are non-refundable.

If your order qualified for a free gift with minimum purchase and your return results in your ordering falling below the minimum purchase requirement, the free item can be returned or kept. If kept, the cost of the free item will be deducted from the credit for items returned.

I give Tervis permission to charge my credit card on file for any additional sales tax or shipping charges my exchange may incur.

Signature: _____

Thank you for your business!