



201 Triple Diamond Blvd. • N. Venice, FL 34275
Customer Service: 1.866.886.2537 • Fax: 1.888.876.6887
International Customers: 01.941.966.2114
Email your Sales Representative or customercare@tervis.com

Consumer Merchandise Return Form

You may return your order with your sales receipt or packing slip within 30 days from your 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 30 days of receipt.

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 refund
				<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. Wrong quantity received	5. Duplicate order	9. Customer not satisfied
2. Wrong merchandise received	6. Product defective	10. Incorrect item ordered
3. Purchased elsewhere	7. Arrived late	11. Incorrect quantity ordered
4. Damaged in shipping	8. Product different from website	

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 sub-total.

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

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!