

### **Return Policy: Thermoflask™**

**\*\*Smooth solution for the sticky situation:** *We are aware of the sticker issue on Costco ThermoFlask bottles and have made a change going forward. Oddly enough, using smooth peanut butter removes the sticker off the ThermoFlask bottle. We apologize for the inconvenience!*

### **LIMITED LIFETIME WARRANTY**

TAKEYA USA guarantees that the following product components: stainless steel bottle body, lid, cap and handle to be free from defects in materials and workmanship during the normal lifetime of the product. The warranty does not cover regular wear and tear, such as color fading, dents, scratches, powder coat chips from the flask being dropped, damaged, etc. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

If you find the product to be defective, you may return your order for a full refund less shipping fees. Must provide proof of purchase.

The following will NOT be accepted for returns:

- Products that have been damaged caused by misuse
  - Any item without a receipt or order

**WARRANTY CLAIM FORM:** [Click Here](#)

### **Return Policy: Iced Tea Makers, Accessories, Glass Bottles, Tumblers.**

### **1-YEAR LIMITED WARRANTY**

Customer satisfaction is important to us. TAKEYA USA guarantees that the following products: pitcher body, lid, cap, handle, tea infuser, extender, fruit infuser, citrus juicer, the infuser holder, glass bottle body, glass bottle silicone, glass bottle handle, and the glass bottle cap to be free from defects in materials and workmanship. The warranty does not cover damage resulting from misuse. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

If for any reason you are not satisfied with your purchase, you may return your order within 1 year of purchase for a full refund less shipping fees. The following will NOT be accepted for returns:

- Products that have been damaged caused by misuse
- Products that have been damaged caused by impact (glass dropped resulting in breakage)
  - Products that are not in their original package and containing all components
  - Products purchased over 1 year from date of receipt
    - Any item without a receipt or order

**WARRANTY CLAIM FORM:** [Click Here](#)

## **Return Policy: Iced Tea Makers**

### **100% Guaranteed Best Tasting Iced Tea**

Takeya USA guarantees complete satisfaction with the TAKEYA FLASH CHILL Iced Tea Maker, or you may return it within 30 days of purchase with proof of purchase for a full refund less shipping fees (if applicable).

#### **TERMS & CONDITIONS**

The customer must submit a request to Takeya USA Customer Service prior to returning the product. The customer is responsible for return postage (if applicable).

The following will NOT be accepted for returns:

- Products that have been damaged caused by misuse
- Products purchased over 30 days from date of receipt
  - Any item without a receipt or order

**WARRANTY CLAIM FORM:** [Click Here](#)

**REGISTER PRODUCTS:** [Click Here](#)

#### **Return Process**

1. Contact Customer Service (Please have your order information and proof of purchase handy)
2. Customer Service will issue you a RA# and provide you a shipping address
3. Customer Service will provide you additional instructions on processing the return.

#### **CUSTOMER SERVICE:**

Phone: 714.374.9900 x 314

Email: [customerservice@takeyausa.com](mailto:customerservice@takeyausa.com)

**REGISTER PRODUCTS:** [Click Here](#)

**WARRANTY CLAIM FORM:** [Click Here](#)

*\*Orders are processed and typically ship within 12-48 hours. Cancellation of order must be made within 12 hours of order.*

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.