

Guarantee Replacement Policy

Tervis will replace all products (except accessories*) that we confirm by visual inspection to have defects in material or workmanship. Items damaged due to normal wear and tear (e.g. fading, scratching), improper care, or abuse will not be replaced. Visit our [Use and Care](#) page for general tips or view examples of defects below:



How to request a Tervis product replacement

Step 1: Fill out the guarantee replacement form by clicking the link below.

Note: If you've completed the information and selected "printable form" but the form won't print for any reason, please wait 24 hours for an email confirmation with a return number. This email can be printed and included in your package.

[Made for Life™ Guarantee form](#) ►

Step 2: Pack your drink ware (tumbler, mug, water bottle) and guarantee replacement form in a box or padded manila envelope addressed to:

Tervis Tumbler Company
Guarantee Department
304 Triple Diamond Blvd
North Venice, FL 34275

Step 3: Allow approximately 4-6 weeks for your new items to arrive.

Please note that accessories including lids (except water bottle lids), straws and handles are not guaranteed for life.