

Tervis Classic Insulated Lifetime Guarantee

Tervis will replace products from our classic double-walled plastic line of drinkware that we confirm to have defects in material or workmanship. Items damaged due to improper care, abuse or normal wear and tear (e.g. fading, scratching) will not be replaced. The Tervis Lifetime Guarantee does not apply to accessories, limited edition products, or to the functionality of software-based products, such as the Tervis Augmented Reality mobile application.

Classic insulated tumblers that we deem to be defective in workmanship will be replaced on a 'like for like' basis only, meaning a sports team tumbler will be exchanged for a tumbler of the same size and design.

Products

These products are covered as part of the Classic Insulated Lifetime Guarantee:

- 16oz Tumbler
- 24oz Tumbler
- Water Bottle
- Mug
- 10oz Wavy Tumbler
- My First Tervis™ Sippy Cup
- Beer Mug
- 12oz Tumbler
- Wine Glass
- Stemless Wine Glass
- Goblet
- 8oz Stout Tumbler
- 16oz Tall Tumbler
- Collectible
- Ice Bucket

30-Day Returns & Exchanges

You may return products with a receipt or packing slip within 30 days from the date of purchase for a refund of the sale price and tax. After receiving returned products, it may take up to 10 days to be processed. A refund will be credited to you 5-7 days after the return is processed.

Please note:

- Non-defective returns must be returned in new and unused condition along with its original packing materials.
- Personalized and customized items are non-refundable.
- Shipping charges will not be refunded.
- All products sold from The Outlet are final sale and cannot be returned.
- If purchase was from a 3rd party Tervis retailer, please return your item(s) to retailer where purchased.
- Items purchased from our Web site need to be returned to address below. Web purchases cannot be returned to our retail stores.

Returns should be mailed with the completed form to:

Tervis Tumbler Company
Returns Department
201 Triple Diamond Blvd
North Venice, FL 34275

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.