



Replacement Request Form

Pack your tumbler(s) in a box or padded manila envelope addressed to:

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

Please allow approximately 3-4 weeks for your new tumblers to arrive.

Provide return shipping address:

(No PO Box addresses please)

Name: _____

Address: _____

Address (cont): _____

City: _____

State: _____ Zip Code: _____

☐ Business Address ☐ Residential Address

Daytime Phone: _____ - _____ - _____

E-Mail (Optional): _____

☐ Please add me to the Tervis e-mail list for special offers & more!

Describe tumbler(s) being returned for replacement:

Over the years, Tervis has redesigned or discontinued select designs to keep our line up to date. Please indicate what you would like your tumbler(s)' design replaced with by selecting one of the options below. In the event your original tumbler(s)' design cannot be reused or has been discontinued and **you do not specify an alternate non-licensed* design, Tervis will replace with a similar design or in some cases a clear tumbler.** A complete list of current designs is available at Tervis.com (subject to availability). *Attach additional pages if needed.*

DESCRIPTION (of tumbler being returned)	QTY	Please circle a design choice below...			SIZE (Tervis Use Only)
		Option 1) Use same design if still available / usable	Option 2) Use current version of design if it was redesigned	Option 3) Use an alternate design (Non-Licensed)	
<i>Ex: Red Grapes</i>	<i>1</i>	YES or NO	YES or NO	<i>Ex: Apple</i>	
		YES or NO	YES or NO		
		YES or NO	YES or NO		
		YES or NO	YES or NO		
		YES or NO	YES or NO		

*Licensed designs include NFL®, MLB®, NHL®, Collegiate, John Deere®, Hallmark, Military, Guy Harvey®, FIESTA®, & Margaritaville®, Marvel™, Coca-Cola®, Anheuser-Busch® & Disney®.

Please check all boxes below and sign at the bottom. Replacement requests will not be processed without acceptance of the following. Please contact Customer Care at 1-866-TUMBLER if you have any questions before submitting request.

☐ I have checked the bottom of my tumbler(s) and it says Tervis Tumbler.
(If the Tervis name is not on the bottom, it is not a product of Tervis and therefore not replaceable.)

☐ I understand that lids & straws do not have a lifetime guarantee and cannot be replaced.
(Please do not ship lids or straws with your replacement request.)

☐ I understand that I will receive a clear tumbler(s) as my replacement if my original tumbler(s)' design cannot be reused or has been discontinued and I did not choose an alternate non-licensed design above.

☐ Any requests for new items to be ordered cannot be included with replacement request.
A new order may be submitted online at Tervis.com or by phone (1-866-TUMBLER).

Please sign here:

Date: