

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, non-tumbler limited edition products, or to the functionality of software-based products, such as the Tervis Augmented Reality mobile application.

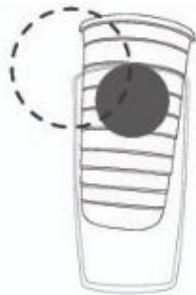
Classic insulated tumblers that we deem to be defective in workmanship will be replaced on a 'like for like' basis only, meaning a sports team tumbler will be exchanged for a tumbler of the same size and design.

Products

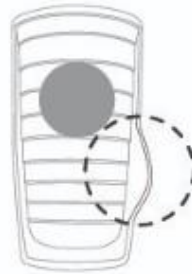
These products are covered as part of the Classic Insulated Lifetime Guarantee:

- 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

What's Covered



Seal Failure
The inner wall detaches from outer wall or if there is moisture between the two walls.



Heat Distortion
Drinkware walls are raised and distorted.



Cracked
Cracking around opening or on bottom of drinkware.



Sunscreen/Film/Fog/Staining
Sunscreen, tea, citrus or other element has caused a discoloration or stain on the drinkware and can not be removed.



Decoration Failure
Decoration has become detached.

What's Not Covered

Wear and Tear

Tumblers damaged due to improper care, abuse or normal wear and tear (e.g. fading, scratching) will not be replaced.

Non-Tumbler Limited Edition Products

e.g., Bowls

Outlet Tumblers

All Outlet Tumblers are marked on the bottom in one of two ways:

1. Lifetime Guarantee is etched off the bottom of tumbler.



2. Mark is etched into the bottom of tumbler.



Stainless Steel Limited Guarantee

Tervis stainless steel products will only be replaced if Tervis confirms a lack of thermal performance up to Tervis standards. This guarantee shall apply for a period of five (5) years from the date of manufacture. Stainless items damaged due to improper care, abuse, and normal wear and tear such as chips, dents, fading or peeling, will not be replaced. This Limited Guarantee Policy shall not apply to stainless lids and accessories.

Stainless steel products that Tervis confirms a lack of thermal performance will be replaced with a tumbler of the same size and design.

Products

These products are covered as part of the Stainless Steel Limited Guarantee:

- 12oz Stainless Steel Tumbler
- 20oz Stainless Steel Tumbler
- 30oz Stainless Steel Tumbler
- 24oz Stainless Steel Water Bottle

What's Covered

Stainless steel tumblers are only eligible for replacement if we confirm a lack of thermal performance.

What's Not Covered

Tumblers damaged due to improper care, misuse, and normal wear and tear such as chips, dents, fading or peeling, will not be replaced.

Accessories

Accessories are not guaranteed.

Guarantee Returns to Tervis Store Locations

We accept Tervis Guarantee returns at all of our [official Tervis retail stores](#) (limit 6 tumblers per household, per day). Please note third party retail partners are unable to accept Tervis Guarantee returns at this time. Please call customer service at (866) 886-2537 with any questions you may have.

[Find an Official Tervis Store Near You](#)

Guarantee Replacement Form

Before You Start

- Confirm you have a Tervis product by checking bottom for the Tervis logo. For stainless steel, check the side or bottom for either the words 'Tervis' or 'SIC'.
- We will attempt to extract your current emblem (patch) or wrap from your returned product and reinstall it into a new tumbler. While it is not a guarantee that it can be salvaged for replacement, we will take the utmost care in our attempt to do so. Please note if we cannot reuse the design in your tumbler, we will send a clear tumbler for the replacement. Stainless steel will be replaced with the same product.
- Accessories are not guaranteed.
- You may return up to 6 tumblers per day for replacement under the guarantee replacement policy via mail or at one of our [Official Tervis Stores](#).

Be sure to complete all the fields on the [Tervis Guarantee Replacement Form](#) link and list items being returned for replacement. Please note that this order form is to be completed for Guarantee Replacement products only and cannot be used to order new items or products. Contact Customer Care with any questions you may have at (866) 886-2537.

Print and Return

Tervis will replace all products (except accessories*) which Tervis confirms by visual inspection to have defects in material or workmanship. Items damaged due to improper care, abuse or normal wear and tear (e.g. fading, scratching) including stainless steel products with chips, dents, fading or peeling will not be replaced. Visit our [Use and Care](#) page for general tips. Accessories are not guaranteed.

After entering all of the information on the Tervis Guarantee Replacement Form, click the "submit & print" button to submit your request. Pack your drinkware (tumbler, mug, water bottle) and guarantee replacement form in a box or padded manila envelope addressed to:

Tervis Tumbler Company
ATTN: Guarantee Department
201 Triple Diamond Blvd
North Venice, FL 34275