

100% Satisfaction Guarantee Warranty

Contigo® products are designed and manufactured to comply with the highest of quality standards and controls. Our warranty covers all defects in materials or manufacturing that appear under conditions of normal product use for a period of up to 1 year. We will replace all items that clearly have a manufacturing or material defect.

Your product must be under warranty in order to obtain warranty service.

The warranty is valid for the original retail purchaser from the date of initial retail purchase and is not transferable. Keep the original sales receipt. Proof of purchase is required to obtain warranty performance. Dealers, service centers, or retail stores selling Contigo® products do not have the right to alter, modify or in any way change the terms and conditions of the warranty.

Replacements for Defective Products

- If your item has a material or manufacturing defect and it was purchased from another retailer, please return it to the original place of purchase for replacement.
- We will only replace items for defects that appear under normal use conditions. We will not replace items that have been dropped, lost, or used in ways other than intended. We will not replace damaged items due to user mishandling.
- Your Contigo® beverage containers have been designed to strict specifications and are meant to be used only with their designated lids. We will not replace items that have been damaged as a result of using other, non-designated lids or parts.
- We will NOT replace items that have been cleaned in the dishwasher (unless they are noted to be dishwasher-safe), microwaved, or placed in the freezer.
- We reserve the right to substitute a comparable item in the event we no longer carry your product.

Exchanges

- If you'd like to exchange your item and it was purchased from another retailer, please return it to the original place of purchase for exchange.
- If your product was purchased from the MyContigo website and you would like to make an exchange, contact us at info@mycontigo.com. Do not return your product to Contigo® without authorization. Products returned without proper authorization will not be processed.

Note: Exchanges can only be made on items purchased through our Consumer Care Department or through our website and within 60 days. The customer is responsible for all return freight charges, including duty and tax, if applicable. We cannot accept C.O.D. shipments. For your protection, we suggest all returns be sent back to us through a traceable carrier.

Refunds

- We can only refund items that have been purchased directly from the myContigo® website or through the Contigo® Consumer Care Department and are within 8 days of the original purchase date. If your item has a material or manufacturing defect and it was purchased from another retailer, you must return it to the original place of purchase for a refund.
- We will not refund original shipping charges. Your refund will equal your order total, plus any sales tax paid, minus shipping charges.
- Return shipping costs are the responsibility of the customer.
- If you'd like a refund on a product purchased from our website or through our Consumer Care Department, please contact us at info@mycontigo.com. Do not return your product to Contigo® without authorization. Products returned without proper authorization will not be processed.