



American Tombow Inc. 60-Day Satisfaction Guarantee Form

At American Tombow, Inc. (“Tombow”), we stand behind our products and quality controls. If for any reason you are not satisfied with a Tombow product you purchased from our website or from one of our authorized sellers, you may request a replacement or refund. Please note that because we are unable to control the quality of our products sold by unauthorized sellers, the American Tombow, Inc. 60-Day Satisfaction Guarantee (“Guarantee”) is not available for products purchased from unauthorized sellers, unless otherwise prohibited by law. The Guarantee is also limited to the original, end-user purchaser.

How To Claim The Guarantee

To submit a Guarantee request, please send a completed Satisfaction Guarantee Form with proof of purchase to quality@tombowusa.com for review. If your request is approved, you will receive a Guarantee approval confirmation number. You will then need to mail your product, proof of purchase, completed Satisfaction Guarantee form and Guarantee approval confirmation number to:

Tombow Satisfaction Guarantee

355 Satellite Boulevard NE

Suite 300

Suwanee, GA 30024

You must submit your Guarantee request within 60 days of the date of purchase. Please note that you are responsible for costs incurred in mailing your product and proof of purchase. Please allow 1-2 weeks for your refund/replacement to be sent once Tombow receives your approved Satisfaction Guarantee form, proof of purchase, and product.

Guarantee Guidelines

Tombow reserves the right to verify information, require a valid proof of purchase, and to deny Guarantee requests in its discretion if a customer has abused the Guarantee.

Please provide answers to all questions below and email the completed form to quality@tombowusa.com .	
1. What is your full name, home address, phone number, and email address?	
2. What product did you purchase?	



Tombow

3. Are you the original purchaser?	
4. When did you purchase the product?	
5. Do you have a receipt or other proof of purchase?	
6. Where did you purchase the product? a. If purchased from a brick-and-mortar store, please provide the store name and location (city, state, and street address if known). b. If purchased online, please provide the name of the website. If the website is an online marketplace (such as Amazon, Walmart.com, or eBay), what was the name of the seller that sold the product through the marketplace. For example, on Amazon the product may have been sold by "Amazon.com" or it may have been sold by a third-party seller that will have a different name.	
7. Why are you unsatisfied with the product?	
8. Was the product you received damaged or defective in any way? a. Do you have any photos? If so, please email them to quality@tombowusa.com with this questionnaire	
9. Do you want a refund or a replacement?	
10. Do you have any additional comments?	
11. If your request is approved, you will receive a Guarantee approval confirmation number. Please add that number before mailing your product and proof of purchase with this form.	