

## Understanding Your Replacement Parts Catalog

Under the terms of Tupperware's Lifetime Warranty, Tupperware® brand products are guaranteed against chipping, cracking, breaking or peeling under normal non-commercial use for the Lifetime of the product. In some cases, customers may lose parts or damage products in ways not covered by the warranty. Making these parts available for purchase is a service that we are pleased to offer our customers.

### Step 1 — Determine the Mold Number.

To determine the exact product/part in need of replacement, you must first locate the **Mold number** on the product. Every Tupperware® product has a two-part number stamped into it. The first part (before the dash) is the mold number.

While the Mold number is the most accurate information to use, you can also ask for the **Name** of the product. The product name can then be used to locate the mold number in the Product Index located in the front of the Parts Replacement Catalog. **Note:** Product names are listed alphabetically in the Product Index.

Some products are comprised of multiple pieces which may or may not need to be ordered separately. Please be sure to check for the mold number on every piece that you need to replace.

### Step 2 — Locate the Item in the Replacement Parts Catalog

Once you have determined the mold number you will then need to locate the mold number (listed numerically) in the reference section to find the ordering information you need. The number (4 digits) that is located in the item number column is what you will enter in *My Sales* for ordering. In cases where there is not a number listed, please use the reference section below for further instructions.

<b>OBS</b>	OBS is used in place of an item number when the part is Obsolete and no longer available for ordering. For Obsolete Products, the customer is entitled to an Obsolete Credit that can be used to purchase a Tupperware Product of their choice. The credit value for all Obsolete products is located in the <b>Credit Value</b> section next to the Product Description.
<b>CAT</b>	CAT is used in place of an item number when the item is not available as a part because it is a one-piece item that is currently being sold in our full line catalog. To order, use the item number listed after the Product Description.
<b>----</b>	---- is used when the piece is part of another piece. The piece that it belongs to is typically located directly right above it.

The following explains the difference between the Credit Value Column and the Suggested Retail Column.

<b>Credit Value</b>	The amount shown in the <b>Credit Value</b> is the amount of credit that the consumer should receive if they are given a credit or if the product is obsolete.
<b>Sugg. Retail</b>	The amount shown in the <b>Sugg. Retail</b> column is the amount that the consumer will be charged if they wish to purchase the part.

The following explains special instructions that you may encounter.

<b>See #1234</b>	This means that Mold number 1234 is a suggested comparable replacement. This can be used as an alternative to obsolete credit.
<b>See #1234 etc</b>	“etc.” means that additional parts make up a complete unit.

### Step 3 — Entering Items in My Sales

When placing orders for Parts, Warranty or Obsolete items in My Sales you enter item numbers by typing in the full item number. Example: 91234

For **Parts** you would enter 2 before the item number. Example: **2**2024 – 4 ¼” Seal (A)

For **Warranty** you would enter 9 before the item number. Example **9**2024 – 4 ¼” Seal (A)

For **Obsolete** you would enter 10 before the mold number. Example **10**0107 16 oz. Tumbler