

Warranty Voucher Overview & Q&A

Warranty requests may only be made by Sales Force Members, and are handled through the generation of a voucher that may then be redeemed by the customer OR you, as the Sales Force Member. To generate a voucher:

1. Log into myoffice.Tupperware.com, click hamburger menu in upper left corner, and select Warranty Form to access the Warranty Request Form.
2. Submit customer name and email. You can also submit your own email address if needed (if your customer does not have an email address or you would like to process the warranty request on their behalf).
3. Search using mold number.
4. You can look up mold number with parts catalog linked from the page.
5. Fill out reason and quantity and hit submit.
6. Hold on to the items for 30 days in case we need to reach out.
7. When approved, customer will receive email from NACustomerCare@Tupperware.com with the voucher code and amount that they can add to their purchase from your site, or they can call Customer Care to redeem it as well. The voucher can be redeemed on a non-party order or through a Rep's website for Go-Live. We are working on the future option for the voucher will be able to be redeemed through a party order.
8. If we are unable to process, they will be asked to mail their pieces into one of our factories:

For US warranty replacements:
Att: Warranty
248 Tupperware Road
Hemingway, SC 29554

For CA warranty replacements
Att: Warranty
3464 Francis Hughes
Laval, Quebec H7L-5A9

Q&A:

1. Is the current SMS service going away? Many Reps use this feature to find out names and descriptions of parts.
 - a. Yes. On the Warranty Request Form page, the Parts Book will be linked for reference.
2. If the replacement part is available, will they get the replacement instead of a voucher?
 - a. No, the voucher will be issued and can be used toward the replacement part purchase.
3. Will the instructions explain that credit cannot be used for shipping or sales tax?
 - a. At Jenkon Go-Live, the voucher will apply to the entire total. Around mid-May 2021, it will apply only to the subtotal and not apply to shipping and sales tax

4. How can the voucher be redeemed?
 - a. The voucher can be redeemed on a non-party order or through a Rep's website for Go-Live. We are working on a process for the voucher to be able to be redeemed through a party.
5. Currently, only Representatives have access to generate a Warranty vouchers. Will customers be able to request on their own in future?
 - a. We are working on this for a future enhancement. For now, the process is that a Rep must generate the voucher, which a customer may then redeem on your personal website or, in the future, on a party order.
6. Will Replacement Parts be available for purchase?
 - a. Yes, parts will be available to purchase under a party or a non-party order.
7. Currently, only Representatives have access to redeem vouchers for parts. Will customers be able to access them now?
 - a. Not at this time, but we are working on this future enhancement.
8. If the customer is redeeming their voucher by themselves on a website order, how will they know the part number?
 - a. Customers do not currently have access to the Parts Replacement Book or the ability to redeem for parts. They can redeem on a Personal Website Order toward a purchase.
9. Do pictures need to be sent in to validate warranty?
 - a. Currently, pictures do not need to be sent in.
10. Can warranties still be processed through a party?
 - a. Warranty replacements are no longer available to be ordered through a party or a non-party. Representatives will need to submit a warranty request through the Warranty Form.
11. What if my customer does not have an email address?
 - a. If your customer does not have an email address, they will need to mail the pieces into the factory or create an email address so the voucher can be sent to them.

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12. How will credit be determined for obsolete parts and available parts?

a. If the part is obsolete, obsolete credit will be applied. If the item is available for replacement, retail value will be applied.

13. What if my customers only want the actual product replaced and do not want a voucher? Will the customer get actual pieces?

a. Warranty requests will need to go through the Warranty Request Form. A voucher will be generated that can be redeemed toward any product or part. In MyOffice.Tupperware.com, when a Representative is placing their customer's order, they can use it towards the replacement part.

14. Can we use our own email address for the customer?

a. Yes.

15. Will customers be able to order parts on Tupperware.com/.ca and redeem with their voucher?

a. Parts are not available to customers through your website. You would need to enter those orders for your customer through MyOffice.Tupperware.com..

16. Will this be communicated to customers? They will ask about the Lifetime Warranty.

a. The Lifetime Warranty still applies. We are communicating to customers the change in how warranty is now processed.

17. Will the system list part numbers or mold numbers?

a. The system will list parts with mold numbers.

18. If it is an obsolete item, do they get credit for all components?

a. Yes, they will have to enter all components to receive the credit.

19. Can the voucher be applied to the products from the catalog?

a. Yes.

20. Will the Suggested Retail be adjusted in the current Parts Book?
- We continuously update the Suggested Value of parts.
21. How long does the process take to receive a voucher?
- The process is fairly quick. Vouchers will be received in minutes.
22. Is there a shipping fee for replacements?
- Yes, shipping still applies.
23. Can the customer's order be shipped directly to them?
- If Direct Shipping is selected, it will ship directly to a customer.
24. What can we do for those without access to email, such as our Amish and Mennonite communities?
- Representatives can use their own email address, but if they need further assistance, they can call Customer Care.
25. Is there a limit to the number of items and credits? I have a Studio and get a lot of replacements.
- The Warranty Request process will continue to have audit measures in place to protect the integrity of our warranty program. You can use your own email address when submitting a large request to best track its progress, however if you need further assistance, you can call Customer Care at any time and we will be more than happy to help you.
26. Will the voucher amount add to the order total to increase shipping?
- No.
27. Will the voucher amount reduce the order total and not increase shipping?
- It will not increase or decrease shipping. Shipping is based on the retail before the voucher is applied. Reminder that currently, the voucher will apply towards the entire amount (including tax and shipping), and around mid-May, the voucher will apply to the subtotal only. At that time, the voucher will still be applied after shipping has been calculated.
28. Will Chef Series, UltraPro and Knives still need to be mailed in?
- Yes.

29. What is the current timeframe for warranties shipped into the factory?
- a. The current timeframe is 4–6 weeks.
30. For high-priced items that are sent into the factory for replacement, will a voucher email get generated?
- a. If actual product replacement cannot be made for higher priced items, a voucher will be issued.
31. Can a customer call Customer Care directly to have items replaced?
- a. Customers can call Customer Care to have their warranty request submitted and a voucher issued to them.
32. There was at one point a discussion of registering high ticket products. Is that still going to happen?
- a. This feature will be for a future enhancement.
33. Will this form be available all hours of the day?
- a. Yes.
34. When a customer orders, will we be able to add additional items to their order before we submit the party?
- a. Yes, once voucher redemption is available on a party.
35. What would trigger an email saying they will not receive a voucher and need to send their pieces into the factory?
- a. The Warranty Request Form will still have audit measures in place to protect the integrity of our warranty program.
36. Can more than one voucher be applied to an order?
- a. Yes.
37. Can a ticket number be created for those items that cannot be warrantied through the Warranty Request Form so that it is trackable when returned to the warehouse? There have been issues in the past where once they return their pieces to the factory they seem to disappear.
- a. Our recommendation is to add a box with a piece of paper inside listing items sent in, their name, email address, physical address, and phone number they can be reached at.

38. Are we still collecting replacement pieces and keeping them for 30 days?

a. Yes.

39. Do we need to instruct customers to include a note explaining to mail back their pieces if not accepted by the factory?

a. Yes, we recommend them to include their name, phone number, email address, and physical address.

40. Why do we currently not mail pieces back from the factory?

a. There are some instances where warranties sent into the factory are not usable and do not fall under the warranty guidelines, therefore we do not send the pieces back.

41. There needs to be an acknowledgement email sent when a product is received at the factory.

a. We will work on a process that will best suit our Representatives and customers.

42. Will Customer Care have access to the voucher details?

a. Customer Care will have access.