



## “CLOG - FREE OR IT’S FREE” MONEY BACK GUARANTEE

If you experience a clog due to your use of Charmin bath tissue, we'll refund your purchase price. To receive your money back refund, please mail the following items to the address below within 45 days of your product purchase:

- (1) This completed form
- (2) The original UPC from the Charmin product purchased
- (3) The original cashier register receipt with the purchase price circled

Charmin Money Back Guarantee Offer  
 PO Box 1108  
 Dept P19252124  
 Grand Rapids MN 55745-1108

Please print clearly — proper delivery depends on a complete and correct address.

Phone Number: (      )

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Address: \_\_\_\_\_ Apt. # \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Date of Birth (MM/YY): \_\_\_\_\_

Email Address: \_\_\_\_\_

Description of your clog issue: \_\_\_\_\_

### Questions? Please call us at 1-855-811-7023

#### TERMS & CONDITIONS

Offer Valid for Product Purchased 07/01/2024-06/30/2025. Your request must be postmarked within 45 days of purchase. Money back issued via prepaid card. Offer limited to US residents only, 18 years of age or age of majority or older. Limit one refund per name, household, or address. Use of multiple addresses or P.O. boxes to obtain additional refunds is fraud and may result in prosecution. Multiple submissions will not be acknowledged or returned. Valid everywhere Mastercard debit cards are accepted. Not redeemable as cash or usable at ATMs or gas pumps. Card expires 6 months from issuance. Terms of prepaid card apply. Refund is limited to the purchase price and excludes taxes and any incidental or consequential damages, negligence, strict liability or any other legal theory. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This guarantee gives you specific legal rights and you may also have other rights, which vary from state to state. This form must accompany your request. If UPC and valid original date receipt are not included in the request for refund, your prepaid card will not be issued. Reproduction, alteration, sale, trade, or purchase of this official form or proof of purchase is prohibited. Proof of purchase must be obtained from product purchased by you. No requests from groups, clubs, or organizations will be honored. We will not honor incomplete submissions. Not responsible for lost, late, or undelivered submissions. Please allow 6-8 weeks for delivery. For the status of your refund call 1-855-811-7023.

Trust is a cornerstone of our corporate mission, and the success of our business depends on it. P&G is committed to maintaining your trust by protecting personal information we collect about you, our consumers. View full details of our Privacy Statement.

\*\* As part of our ongoing efforts to optimize Charmin products, we would appreciate your input on the optional questions on the reverse side of this form. Answering these questions will not impact your redemption eligibility.

Which of the following best describes your dissatisfaction with Charmin bath tissue?  
(select all that apply)

- My toilet flushed slower than normal (a)
- The paper/tissue floated on the surface of the water and was difficult to flush (b)
- I had to flush more than once to clear all the tissue from the toilet bowl (c)
- My toilet clogged and I had to use a plunger (d)
- My toilet clogged and I had to flush multiple times (e)
- I experienced a backup/overflow in my drainlines/toilet/shower/tub (f)
- I experienced issues with my septic tank (g)
- Other toilet or drainline problems (h)
- I did not have any problems with my toilets, drainlines, or septic tank while using Charmin (i)

Is your residence on city sewer or septic tank?

- City Sewer (a)
- Septic Tank (b)
- Other (c)
- I don't know (d)

Have you had problems with your toilets, drainlines, or septic tank in the past?

- Yes, I had problems in the past but they were fixed (a)
- Yes, I had problems in the past and I still experience problems with my toilets, drainlines, or septic tank (b)
- No (c)

How frequently do you use Charmin bath tissue?

- This was my first time using Charmin bath tissue (a)
- I use Charmin bath tissue infrequently (b)
- I use Charmin bath tissue often (c)
- I use Charmin bath tissue all the time (d)

Where did you hear about "Clog-Free or it's Free" Money Back Guarantee?

- TV Commercial (a)
- Charmin website (b)
- Coupon/Money-saving website (c)
- Friend or Relative (d)
- Other (e)

We're always interested in learning how we can make our products better. Can we call you to address any specific issues you may have raised?

- Yes (a)
- No (b)