KINGSFORD™ SATISFACTION GUARANTEE

If you are not satisfied with a Kingsford product purchased from one of our authorized sellers in the United States, you may request a product replacement or a refund of the purchase price within sixty (60) days of the date of purchase. Please note that, because we are unable to control the quality of products sold by unauthorized sellers, and in accordance with applicable law, the Kingsford™ Satisfaction Guarantee is not available for products purchased from unauthorized sellers, including unauthorized internet sites. This limitation is tied to the company's quality control program and is not based solely on the location of purchase. The Guarantee is also limited to original, end-user purchasers in the United States.

How to Claim the Guarantee

To submit a Guarantee request, please use the form available at www.kingsford.com/contact/ and select "Something you dislike" in the "What would you like to tell us?" field. Complete all fields and include "Satisfaction Guarantee" in the Comment field, along with:

1. Information regarding where and when you purchased your product; and
2. The reason(s) why you are dissatisfied with your product.

To process your request, you will be required to provide proof of purchase and may be asked to submit photos of your product or its packaging, mail the unused portion of your product to Clorox, or provide other information needed to verify and process your request.

How to Claim the Guarantee

Offer valid in the United States, and other U.S. territories and possessions. Must be actual purchaser of the qualifying product. To request a product replacement or refund, you must be the actual purchaser of a qualifying Kingsford product (charcoal, pellets, or lighter fluid) from an authorized seller and submit your request within sixty (60) days of purchase. Allow 6–8 weeks following receipt of all required documentation for delivery of offer check. Offer cannot be combined with any other offer, gift card, rebate or discount card. Offer check will be issued minus the value of any coupons or discounts used at the time of purchase of products. Only original UPCs and receipts will be accepted. Copies of UPCs or receipts, and UPCs or receipts obtained through unauthorized mean or illegitimate channels will be void. UPCs and receipts cannot be sold, traded, auctioned or bartered; all of which will be sold. Duplicate requests and requests from resellers, dealers/distributors, their employees or warehouse facilities, groups, clubs or organizations will be void. Offer checks returned as undeliverable will be void.

Limit one (1) offer check per person/household. All requests become the property of The Clorox Company and will not be returned. Keep a copy of all documentation, as proof of mailing is not proof of receipt. Offer is void where taxed, prohibited or restricted by law. Fraudulent submission could result in federal prosecution, under mail fraud rules and regulations. Unless expressly prohibited by law, payee authorizes reasonable dormancy fees deducted if check not cashed within 180 days. The Clorox Company reserves the right to modify or cancel the offer at any time. For questions, call 1-877-322-8355.