



**SATISFACTION GUARANTEED  
OR YOUR MONEY BACK BY MAIL**

To receive your full money back in the form of a prepaid card, please mail the following items to the address below within 45 days of your product purchase:

1. This original form
2. The original UPC from the package
3. Original dated sales receipt with store name and product purchase price circled in a stamped envelope

To >

**Charmin Essentials Money Back Guarantee**  
Dept AY  
PO Box 1108  
Grand Rapids, MN 55745-1108

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

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

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

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

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

Email Address (optional): \_\_\_\_\_

Which product does this application refer to (check one):  Charmin Essentials Soft  Charmin Essentials Strong

Reason for Dissatisfaction: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

- Yes, I would like to receive information and special offers from Charmin
- Yes, I want to be among the first to receive special offers, savings, and samples from P&G brands, and the P&G Everyday Solutions monthly e-mail newsletter

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.  
For full details of our privacy statement go to: [http://www.pg.com/privacy/english/privacy\\_notice.html](http://www.pg.com/privacy/english/privacy_notice.html).

**TERMS & CONDITIONS**  
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 household. 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. Prepaid card accepted where Visa® 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 1-855-814-5064.

Cards are issued by Citibank, N.A. pursuant to a license from Visa U.S.A. Inc. and managed by Citi Prepaid Services. Cards will not have cash access and can be used everywhere Visa debit cards are accepted.

Offer Valid of Product Purchase 7/1/16-6/30/17. Your request must be postmarked by 7/31/17

**1. Which of the following best describes your dissatisfaction with Charmin Toilet Paper?  
(select all that apply)**

- It was not soft enough
- It was too soft/linty
- It was not strong enough
- It wasn't absorbent enough
- It was too thin
- The roll didn't last long enough
- The roll is too narrow
- I didn't like the design on the tissue
- It clogged my toilet
- It is too expensive for the quality

**2. Did you ever purchase Charmin Essentials Soft or Charmin Essentials Strong prior to this purchase?**

- Yes, in the past year
- Yes, but more than 1 year ago
- No

**3. If you answered "yes" to #2, please select the primary reason you disliked your experience with this purchase. (choose 1 answer)**

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- It was too soft/linty
- It was not strong enough
- It wasn't absorbent enough
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- It clogged my toilet
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**4. In general, how frequently do you use Charmin Essentials Toilet Paper?**

- This was my first time using Charmin toilet paper (any variety)
- I have used Charmin Ultra Soft or Ultra Strong, but this was my first time using Charmin Essentials
- I use Charmin Essentials toilet paper infrequently
- I use Charmin Essentials toilet paper often
- I use Charmin Essentials toilet paper all the time

**5. How did you hear about the "Charmin Essentials Money Back Guarantee"?**

- Charmin Website/Facebook/Twitter
- Charmin Essentials packaging
- Charmin TV advertising
- Coupon/Money saving website
- Friend or Relative
- Other

**6. 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?**

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