



## What is the Similac® Tummy Care Guarantee™?

**What it is:** The Tummy Care Guarantee promises that if your baby doesn't tolerate a Similac product for any reason, you can try another Similac product FREE.

**How it works:** If your baby doesn't tolerate one of our current retail products, we will refund the purchase price, excluding taxes & shipping costs, of a different Similac liquid ready-to-feed product or 1 lb or larger powder product, or a 12.1 oz can of Similac® Alimentum®. In order to receive the refund, go to [www.similac.com/guarantee](http://www.similac.com/guarantee) within 30 days of purchasing an alternative formula and enter the following information:

- Name, address, phone number, email
- Product information, including:
  - Where you purchased the replacement Similac product
  - The receipt & UPC number for the replacement Similac product
  - The batch # of the Similac product on which your baby experienced tummy troubles
- The types of tummy troubles your baby experienced, such as gas, fussiness, spit up
- Limit 2 refunds per household. For additional information and full terms and conditions, please visit [www.similac.com/guarantee](http://www.similac.com/guarantee)

## What products are included under the guarantee?

If your baby experiences tummy trouble on any current retail Similac, you can try another Similac sub-brand product (i.e. Similac Sensitive®, Similac Total Comfort™, Similac® Soy Isomil®, etc.) that is either liquid ready-to-feed or a 1 lb or larger powder product, or a 12.1 oz can of Similac Alimentum. We will refund the price of the new product, minus shipping & taxes. You must pay for the new Similac product with cash, personal check, or personal debit or credit card.

## Who is eligible to receive the guarantee?

Any individual 18 years or older and a resident of the U.S. or U.S. territories is eligible. However, your purchases must meet certain criteria:

- You must purchase a Similac product that is different from the type of Similac product on which your baby experienced tummy troubles
- Your replacement Similac product must be either a liquid ready-to-feed product or a 1 lb or larger powder product, or a 12.1 oz can of Similac Alimentum
- We will only reimburse for the value of one unit of Similac, so if you purchased a multi-unit pack, we will reimburse you based upon the per-unit price of the multi-unit pack purchased.
- We will refund a purchase up to \$33.00 USD
- We limit the number of refunds to two per household
- The guarantee only applies to current formulas that are available at retail and paid for with cash, personal check, or personal debit or credit card
- You must submit for the refund within thirty days of purchasing the alternative Similac formula
- Each time you submit for a refund, you must have purchased a different type of Similac formula; you may not receive two refunds for the same sub-brand of formula
- No bulk requests or requests made by groups, clubs, or organizations will be honored

For additional information and full terms and conditions, visit [www.similac.com/guarantee](http://www.similac.com/guarantee)

## **What do I need in order to receive my refund?**

- The batch number from the Similac product on which your baby didn't tolerate
- A receipt and UPC number for your alternative Similac product
- For more details, visit [www.similac.com/guarantee](http://www.similac.com/guarantee)

## **When does this offer expire?**

The offer does not currently have an expiration date. However, it is subject to change or cancellation at any time.

## **What type of refund will I receive (check, coupon, voucher)?**

You will receive a check in the mail. Please allow four to six weeks from the date of submission for check delivery.

## **What should I do if I have processed my request, but haven't received my check?**

If after 6 weeks you have not received your check, please contact us at 877-322-8355

## **What if I used a StrongMoms® check/Similac coupon when I purchased the product? Will I get a replacement check/coupon? Will I be refunded for the full price of the product?**

If you used a StrongMoms check or Similac coupon to purchase an alternative Similac product (the product on which you are redeeming the guarantee), we will refund you the price of the Similac product minus the value of the check/coupon. You will not get a replacement check/coupon.

## **If I have multiples, am I eligible to receive a refund for more than one container?**

At this time, there is a limit of 2 refunds per household regardless of the number of children in the house. For additional support and savings, we have our StrongMoms program. To enroll, please visit [similac.com](http://similac.com). In addition, check with your pediatrician, because he/she may have additional support available.

## **Why is there a limit of 2 per household?**

Please remember that whenever you switch formulas, you should always consult your baby's doctor. We understand that some Moms may need to try several formulas before finding what is right for their baby. We have a broad portfolio of products to help you find a solution, and we believe that offering two free products should help you and your baby's doctor find what's right.

## **Is this offer valid only in the U.S.?**

The offer is valid in the fifty United States, the District of Columbia, and U.S. territories: Puerto Rico, Guam, Northern Marianas, U.S. Virgin Islands, and Samoa.