



If you are unsatisfied after using Cascades Enviro® Extreme® 100% recycled fibre paper towels, send the items listed below to the following address:

**Cascades Enviro® Extreme® Guaranteed Absorption**  
**P.O. Box 864 Place d'Armes**  
**Montreal, Quebec H2Y 3J2**

- The original and entire receipt of purchase including the date, the place of purchase in Canada and the price paid for the product
- The product's barcode (UPC) taken from the back of the product packaging
- A letter of **50 words** or more (in English or French) clearly explaining the reasons for which you are unsatisfied with the Cascades Enviro® Extreme® 100% recycled fibre product
- The below form, duly and **legibly** filled out, so that the refund can be sent to you

First name: \_\_\_\_\_ Last name: \_\_\_\_\_

Address: \_\_\_\_\_ Apartment: \_\_\_\_\_

City: \_\_\_\_\_

Province: \_\_\_\_\_ Postal code: \_\_\_\_\_

Telephone number: \_\_\_\_\_

Email address: \_\_\_\_\_

**Conditions:**

- Your request must reach us within 30 days following the date of purchase shown on the receipt and must be postmarked no later than **May 31<sup>st</sup>, 2010**, otherwise it will be null and void.
- You will receive a cheque in the mail made out in your name for an amount equal to that indicated on the receipt, including taxes, for the purchase of the Cascades Enviro® Extreme® 100% recycled fibre product. Maximum refund of \$19. Allow 6 to 8 weeks for receipt.
- **Limit of one Cascades Guaranteed Absorption refund per household.** The guarantee only applies to private persons and not to businesses or merchants selling Cascades Enviro® Extreme® 100% recycled fibre products.
- Requests that are incomplete, invalid or illegible will not be honoured and no notice of this will be given to the claimant. Cascades Tissue Group reserves the right to refuse a refund request if it judges it to be unjust or fraudulent.
- In case of fraud, Cascades Tissue Group reserves the right to ask for a reimbursement of the amount paid, on top of all damages and expenses incurred.
- By filling out the present request, you consent to a Cascades representative contacting you for product evaluation purposes.
- For all questions, please email us at [question@cascades.com](mailto:question@cascades.com) or call us at **1 800-567-1022**.