

Bausch + Lomb 90 Day Patient Satisfaction Guarantee
Effective January 1, 2018

Bausch + Lomb is confident that you will be fully satisfied with the Bausch + Lomb contact lenses your eye care professional has chosen for you.

If for any reason you are not satisfied with your Bausch + Lomb contact lenses, you may return opened boxes directly to Bausch + Lomb for a refund*. The return must be received by Bausch + Lomb within 90 days from the date of purchase. This offer is not valid if you have redeemed a Bausch + Lomb contact lens rebate offer within the calendar year.

Unopened boxes must be returned to the original place of purchase for refund or exchange under the policies of the seller.

*Certain limitations, requirements, terms and conditions apply. See the remainder of this form for details.

Name _____

Address _____

City _____ State ____ ZIP code _____

Age _____ Gender M / F

Phone Number: _____

Email address: _____

____ I agree that Bausch + Lomb may contact me via email to provide information on eye care products that may be of interest to me.

What brand of Bausch + Lomb contact lenses are you returning?

- ____ Bausch + Lomb ULTRA®
- ____ Bausch + Lomb ULTRA® for Astigmatism
- ____ Bausch + Lomb ULTRA® for Presbyopia
- ____ Biotrue® ONEday
- ____ Biotrue® ONEday for Astigmatism
- ____ Biotrue® ONEday for Presbyopia
- ____ PureVision®
- ____ PureVision® Multi-Focal
- ____ PureVision® Toric For Astigmatism
- ____ PureVision® 2
- ____ PureVision® 2 For Astigmatism
- ____ PureVision® 2 For Presbyopia
- ____ SofLens® 38
- ____ SofLens® daily disposable
- ____ SofLens® daily disposable for Astigmatism
- ____ SofLens® Multi-Focal
- ____ SofLens® Toric For Astigmatism
- ____ Other _____

Why are you returning your Bausch + Lomb contact lenses?

- ____ Vision is not as good as other contact lens brands
- ____ Comfort is not as good as other contact lens brands
- ____ The lens is more difficult to handle than other contact lens brands
- ____ Price is higher than other contact lens brands
- ____ Other (please specify): _____

What brand of contact lenses if any, were you wearing before you purchased Bausch + Lomb contact lenses?

What will be your chosen form of vision correction?

- ____ I will return to my previous contact lens brand _____
- ____ I will try a new brand of contact lenses _____
- ____ I will no longer wear contact lenses
- ____ LASIK surgery
- ____ Eyeglasses only

You must complete the following steps within 90 days from the date of purchase to receive your refund:

1. Complete this Patient Satisfaction Guarantee form and include the completed form with your returned opened boxes of contact lenses.

For Bausch + Lomb ULTRA®, Bausch + Lomb ULTRA® for Astigmatism, Bausch + Lomb ULTRA® for Presbyopia, PureVision®, PureVision® Multi-Focal, PureVision® Toric For Astigmatism, PureVision® 2, PureVision® 2 For Astigmatism, PureVision® 2 For Presbyopia, SofLens® 38, SofLens® Multi-Focal, SofLens® Toric For Astigmatism lenses, a maximum of 2 open boxes each with a minimum of 3 unopened blisters per box are eligible for return and refund.

For 90 packs of Biotrue® ONEday, Biotrue® ONEday for Presbyopia and SofLens® daily disposable lenses, a maximum of 2 opened boxes with a minimum of 30 unopened lens blisters per box are eligible for return and refund.

For 30 packs of Biotrue® ONEday, Biotrue® ONEday for Astigmatism, Biotrue® ONEday for Presbyopia, and SofLens® daily disposable For Astigmatism lenses, a maximum of 2 opened boxes with a minimum of 10 unopened lens blisters per box are eligible for return and refund.

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2. Your original or photocopied receipt for the product purchased must be included with your return.
3. Mail to:
Bausch + Lomb® horizon rewards Contact Lens Claims
PO Box 522925
Miami, FL 33152-2925
4. Please allow 6-8 weeks for delivery of your reimbursement check and keep a copy of your paperwork for your records.
5. Unopened boxes must be returned to the original place of purchase for refund or exchange under the policies of the seller.

Lenses returned under the 90 Day Patient Satisfaction Guarantee that do not meet the above criteria will not be refunded.

Should you have any questions about your Bausch + Lomb contact lenses, please contact Consumer Affairs at 1-800-553-5340.

Terms & Conditions

Product must be purchased before 12/31/ 2018. Maximum value of reimbursement equals U.S. \$150.00 for opened boxes. Claims must be received within 90 days of purchase date. Last valid date of purchase: 12/31/2018. Limit one reimbursement claim per person per calendar year. The limitations and procedures set forth on the form above apply to all returns and must be fully complied with. **This offer is not valid if you have redeemed a Bausch + Lomb contact lens rebate offer within the calendar year.** Allow 6-8 weeks for delivery. Returns of opened boxes must not be made to your eye care practitioner or eye care office. Fraudulent submission could result in federal prosecution under the U.S. Mail Fraud Statutes. Not responsible for lost, late or undelivered responses.

NOTICE to Consumers: If you or your doctor filed a claim for reimbursement from a third party payer (e.g., insurance company, employer group, etc.) for the purchase of this product, you must notify your payer about this refund.

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