# BAUSCH & LOMB SOFT CONTACT LENS CUSTOMER RETURNS POLICY

Effective July 1, 2008

## Returns, Credit or Exchange Information for Contact Lenses Purchased Directly from Bausch & Lomb.

### 90 Day Returns & Exchange Policy

Bausch & Lomb will accept and credit the return or exchange of product as long as product is returned to Bausch & Lomb in its **original, unopened, unaltered package.**

In order to receive full credit, product must be returned within 90 days of the original invoice date. Product will be credited at the price indicated on the invoice.

Returns must be accompanied by a valid invoice number and appropriate Lens Return Form to receive credit.

Product must be free of markings, stickers and must be in the original packaging to receive full credit.

Unopened boxes, free of markings, stickers or other package alterations will receive full credit.

Expired, discontinued, opened, altered or damaged product shall not be eligible for return. Product received in the aforementioned condition shall be denied credit and shall be destroyed.

**A Return Authorization number is required for returns of 15 boxes or more and can be obtained via email at crcreturns@bausch.com or by calling Customer Service at 1-800-828-9030 Option 6.**

Returns of inventories will be credited at a price for which such product was purchased by the customer less the value of any product that was provided to the customer free of charge.

Should Bausch & Lomb product be damaged in transit, or should an incorrect quantity or parameter be shipped to the customer, Bausch & Lomb will issue an exchange to correct the order or replace the damaged product.

Please instruct patients to return opened boxes directly to Bausch & Lomb by the patient using an approved Patient Satisfaction Guarantee Form. This form and a description of the Patient Satisfaction Guarantee Policy can be found at www.bausch.com/patientguarantee.

Patient lenses returned under this program must be accompanied by a completed Patient Satisfaction Lens Guarantee Return Form with a valid invoice number & patient receipt indicating original date of purchase.

**No product shall be returned through a Bausch & Lomb sales representative, and no Bausch & Lomb sales representative is permitted to remove product from any customer's office. In addition, product that has been purchased from an authorized Bausch & Lomb distributor must be returned to the distributor.**

Necessary lens return forms can be obtained at www.bausch.com\policies or by calling 1-800-828-9030.

All product returned to Bausch & Lomb should be mailed with the appropriate return form to:

**Bausch & Lomb Incorporated**
**Customer Resource Center**
**1400 North Goodman Street**
**Rochester, NY 14609**
**or**
**PO Box 30474**
**Rochester, NY 14603**

Returns should be insured for full value. Bausch & Lomb is not responsible for loss or damage of product being returned. Valid proof of delivery is required for resolution of claims.

### Diagnostic Lenses

Diagnostic or Trial lenses are only intended for trial fitting of appropriate candidates or for the occasional replacement of lost or torn lenses. Diagnostic lenses are not to be sold, substituted for lenses that are available for commercial sale, or given away free of charge as a product promotion for replacement contact lens sales.

### Lens Product Quality

To comply with Federal Regulations, it is necessary to use the Lens Product Quality Return Form for non-dispensed lenses with product quality claims. The account must indicate the nature of the quality concern. All lenses will be inspected to verify claims. Valid claims will receive a replacement lens.

Bausch & Lomb reserves the right to destroy any lens in which the claim is not verified, signs of wear or mishandling are evident, or the lens is not in the original package. No credit or exchange will be issued under these circumstances.

### Miscellaneous

Disputes on billings, credits, returns must be made in writing within 90 days from the date the transaction in question occurred. Claims are limited to one year from the date of refusal to credit or return.

Please visit www.bausch.com\policies for more details and return forms.

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