BAUSCH + LOMB

Return Goods Policy

Customer Service - 800-338-2020 (5:00am – 5:00pm PST)
Customer Service - Fax # 800-362-7006
Email Address: BLReturns@Bausch.com

• All returns require a "Return Materials Authorization Number" (RMA Number) prior to return of the product. Contact Customer Service at 800-338-2020. This RMA number should be clearly marked on the outer package and on any paperwork accompanying your return. Please use this number to refer to any inquiries concerning your returned product. RMA numbers are good for 60 days from date of issue.

• All products should be returned unused in original packaging within 60 days of invoice date, and must be salable to be eligible for credit. (Customer pays freight on all returns.) Instruments returned after 30 days, but within 60 days will receive full credit to be applied towards a future purchase. Products returned after 60 days of invoice date will not receive credit and products will be returned to the purchaser, with shipping charged to the purchaser.

Products Indicated Below Are Not Eligible For Credit:

Instruments used and previously sterilized
Damaged, abused, or custom engraved instruments
Custom manufactured or modified instruments
Diamond Knives
Discontinued instruments
Disposable Products, Viscoelastics, Optisol

Custom Packs:

Bausch & Lomb offers its customers the opportunity to purchase a number of ophthalmic surgical products through our custom pack program. Due to the special nature of this program and the investment made on a customer-by-customer basis, custom packs are not returnable.

FOR PRODUCTS UNDER CONTRACT, PLEASE REFER TO YOUR CONTRACT TERMS & CONDITIONS.

For Instrument Repairs: Obtain an RMA number and instructions from Customer Service (800) 338-2020 from (5:00 am – 5:00 pm, Pacific Time
Instrument Repairs Address: Bausch & Lomb, 499 Sovereign Court, Manchester, MO 63011

All terms and conditions are subject to change without notice.
Effective: July 2006