

DO NOT Use this form for Product Quality Issues. Please call Customer Service at 1-800-828-9030



UNOPENED PRODUCT RETURN FORM

Account Number-	Date-
Account Name-	Bausch + Lomb Sales Rep-
Address/City/State/Zip-	
Phone Number- ()-()-()	Email Address-
Contact Name	

If you are not completely satisfied with your purchase of Bausch + Lomb lenses they may be returned within 90 days of the date of invoice, for exchange or credit.

In order to receive full credit the returned lenses must meet the following requirements

- Be accompanied by a valid invoice number
- Be free of markings and stickers
- Be in the original, unopened, unaltered package

Product NOT eligible for credit or exchange*
 Expired; Discontinued; Opened + Altered; Damaged

**Product not eligible for credit or exchange will be destroyed, in accordance with Bausch + Lomb policy
 + Opened vials of Optima Toric & Silsoft lenses may be returned for credit and/or exchange*

Product purchased through an Authorized Distributor must be returned to the original place of purchase

RETURN REASON CODES (use to fill in below)

BL1 -Damaged Upon Receipt	BL5 -Patient Prescription Change
BL2 -Duplicate Order	BL6 -Patient Exchange
BL3 -Wrong Product/Power Ordered	BL7 -Patient Cancellation
BL4 -Shipped in Error	BL8 -Patient Comfort

LENS TYPE (BC, +/- Sphere, Cyl, Axis or Add)	QTY	INVOICE #'s	(Required) RTN CODE

*If your return is for 15 boxes or more, a return authorization number must be obtained by calling 1-800-828-9030; or via email at crreturns@bausch.com.

Authorization # for 15 or more boxes: _____

Return Product to:

Bausch + Lomb, Inc.	or	Bausch + Lomb, Inc.
Customer Resource Center		PO Box 30474
1400 N. Goodman St.		Rochester, NY 14603
Rochester, NY 14609		

This form is available at www.bausch.com/policies

Or call the Customer Resource Center at 800-828-9030 to receive a fax copy.

Credit will NOT be given for any return not meeting the Bausch + Lomb Returns Policy and product will be destroyed.