

ABB CONCISE adheres to manufacturer return policies. Please refer to the specific manufacturers return policy for specifics on eligibility and product policy.

ABB CONCISE General Return Policy

Return Packaging

- Product must be returned in a box to avoid damage. Products received with improper packaging that incur damage will be returned and shipping charges incurred to the customer.
- Vial lens must be returned in the original vial and the vial must be sealed to prevent the solution from leaking during shipment. *(No flat packs or contact lens case.)*
- All unopened exchanges and inventory adjustments will be subject to a \$3.00 processing fee per product.

Recommended Return Ship Method

Ship method must be traceable. The following couriers use traceable ship methods: UPS, Certified Mail, or FedEx. Credit will be issued when product is received.

Credit Process time

Please note that returns sent at the end of the month may not be processed in time to be applied to the current month's statement. It is recommended to allow 14 business days for a credit to be applied to the customers account.



Unopened Policy

Unopened, unexpired, lenses may be return for credit or exchange only if purchased from ABB CONCISE Lenses must be unopened and unmarked (no writing, labels, stickers or marks) and have an expiration date at least 18 months away. **They must be in good condition for resale or credit will not be issued.**

Inventory Adjustments Quantity of 25 products or more.

Inventory adjustments may be made with the authorization of your sales representative. Lenses must be unopened, unmarked and have an expiration date at least 18 months away. Please note any request for an exchange must be within the same manufacturer. For information on inventory adjustments, contact your sales representative.

Products NOT eligible for return or exchange are:

- All opened disposable products
- All expired products
- Discontinued Product
- Product not in re-saleable condition (products that have writing, labels, stickers, marks, or within 18 months of expiration)

90 Day Satisfaction Guarantee

Consumers may return opened product directly to B&L within 90 days of purchase. Returns must be accompanied by a completed "Patient Guarantee Return Form" which can be obtained online at www.bausch.com/patientguarantee

Defective/Opened Vial Products

Opened vial products may be returned within 90 days of invoice date if defective or for fitting issues. Nature of the return must be stated on the copy of invoice.

Examples: Wrong base curve, Ripped / Torn Lens, Off Power, or Non-adapt

Opened Optima Toric and Silsoft product may be returned within 90 days, under a "Guaranteed Fit" warranty.

Credit is conditional upon the manufacturer's verification of the product defect. **"The complete nature of the defect must be stated in detail on the copy of the ABB CONCISE invoice or credit will not be issued."**

Upon ABB CONCISE returning products to the manufacturer - The manufacturer 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 to ABB CONCISE, thus requiring ABB CONCISE to re bill the customer for credit already given.

Return Procedure to ABB CONCISE

Order replacement product with ABB CONCISE. Return product with a copy of the original invoice. State the reason for the return in the area provided on the ABB CONCISE invoice. Vial lens must be returned in the original vial and the vial must be sealed to prevent the solution from leaking during shipment. **Vials received with no solution due to improper packing will be returned and shipping charges incurred.** No flat packs. All unopened exchanges and inventory adjustments will be subject to a \$3.00 processing fee per product.

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Upon ABB CONCISE returning products to the manufacturer - The manufacturer 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 to ABB CONCISE, thus requiring ABB CONCISE to re bill the customer for credit already given.

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ABB CONCISE Authorized Distributor

Unopened Policy

Unopened, unexpired lenses may be exchanged for lenses of the same product type only if purchased from ABB CONCISE. Lenses must be unopened and unmarked (no writing, labels, stickers or marks) and have an expiration date at least 18 months away. **They must be in good condition for resale or credit will not be issued.**

Inventory Adjustments Quantity of 25 products or more.

Inventory adjustments may be made with the authorization of your sales representative. Lenses must be unopened, unmarked and have an expiration date at least 18 months away. Please note any request for an exchange must be within the same manufacturer. For information on inventory adjustments, contact your sales representative.

Defective Lens Policy (vial)

Full credit will be issued for a defective lens if returned in the original vial and replaced with a lens of the same type and parameter within 30 days of the ABB CONCISE invoice date. Credit is conditional upon the manufacturer’s verification of the product defect. **“The complete nature of the defect must be stated in detail on the copy of the ABB invoice or credit will not be issued.”**

Upon ABB CONCISE returning products to the manufacturer - The manufacturer 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 to ABB CONCISE, thus requiring ABB CONCISE to re bill the customer for credit already given.

“IT’S OKAY” GUARANTEE:

Cooper Vision’s “It’s Okay” Guarantee allows exchanges or returns of all the Cooper Vision lenses listed below during the first 100 days following the original ABB CONCISE invoice date. Product is invoiced at the full price and full credit is issued for all products returned within 100 days of the original invoice. Patient cancellation credit made within 100 days of original lens purchase will be 100% of the original lens price.

For full credit on opened products, 90-pack returns/exchanges must contain at least 85 unopened lenses in intact strips, 30-pack returns/exchanges must contain at least 25 unopened lenses in intact strips, 6-pack returns/exchanges must contain at least five unopened lenses and 4-pack returns/exchanges must contain at least three unopened lenses to be eligible for the “It’s Okay” Guarantee. All lenses must be returned in their original packaging, with a copy of the ABB CONCISE invoice. Returns not in compliance with this policy will not receive credit, products will be returned with ship charges incurred to the customer. Lenses in packages with the end flaps removed, due to patient rebate redemption or another reason, are ineligible for return or exchange.

Products/brands eligible for the “It’s Okay” Guarantee are:

Avaira	Biomedics® Brand	Hydrasoft® Brand	Vertex® Brand
Biofinity	ClearSight	Proclear® Brand	



Contact Lens Returns Policy



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Return Procedure to ABB CONCISE

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Note: Purchases made prior to March 1, 2010 for products no longer covered under the "It's OKAY" guarantee are eligible for returns as long as it is an unopened exchange (a product is in re-saleable condition) or if the customer believes it is defective.



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Unopened Policy

Unopened, unexpired lenses may be returned for credit if purchased from ABB CONCISE. Lenses must be unopened and unmarked (no writing, labels, stickers or marks) and have an expiration date at least 18 months away. **The product must be in good condition for resale or credit will not be issued.**

Inventory Adjustments Quantity of 25 products or more.

Inventory adjustments may be made with the authorization of your sales representative. Lenses must be unopened, unmarked and have an expiration date at least 18 months away. Please note any request for an exchange must be within the same manufacturer. For information on inventory adjustments, contact your sales representative.

Products NOT eligible for return or exchange:

- Products that will expire 18 months of return date.
- Opened boxes (Disposable Boxes)
- Defaced or marked boxes (product must be free of writing, stickers, marks, or package damage)
- Single Blisters

Defective products

Defective product must be returned directly to Vistakon.

Please visit their website for the Satisfaction Guarantee form www.acuvue.com

Form is located under Special Offers. Questions on Satisfaction Guarantee call 1-888-565-8474

Return Procedure to ABB CONCISE

Order replacement product with ABB CONCISE. Return product with a copy of the original invoice. State the reason for the return in the area provided on the ABB CONCISE invoice. All unopened exchanges and inventory adjustments will be subject to a \$3.00 processing fee per product.



ABB CONCISE Authorized Distributor

Quattro Lens

- Defective exchange must return within 30 days and reorder the exact same Rx. A copy of the ABB CONCISE invoice and a reason for the defect must accompany the product.
- This lens has no warranty. The patient should be fit with a lens from doctor's trial set before ordering.
- Unopened, unexpired by 18 months can be returned for credit.

Esstech: Lens PS & PSD Conventional Daily Wear

- Two (2) no charge exchanges within 90 days of original invoice date. Return with a copy of the ABB CONCISE invoice.
- 100% cancellation of original and warranty exchange lenses within 90 days of original invoice date.
- Additional lenses beyond two warranty exchanges within 90 days of original invoice date. Charge of \$20.00 a lens.



ABB CONCISE Authorized Distributor

Opened/Unopened Lenses

- 100% Satisfaction Guarantee
- Must contain 5 unused lenses and be returned within 90 days of the invoice date for exchange or credit.
- A copy of the original invoice and a reason for the return must accompany all returns for exchange or credit.

Ocu-Ease Optical Products

ABB CONCISE Authorized Distributor

Opened Lenses

Opened lenses may be returned within 90 days of ABB CONCISE invoice date. Lenses must be in original packaging/vial

Unopened lenses

Unopened lenses may be returned within 120 days of ABB CONCISE invoice date.

Return Procedure to ABB CONCISE

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ABB CONCISE Authorized Distributor

90 day Guaranteed Fit Program

Exchange or credit within 90 days of ABB CONCISE invoice date. All products must be returned in original vial resealed with a copy of the ABB CONCISE invoice. Please note products with exchange fees will receive partial credit. "See products with exchange fee section."

Products under the 90 day Fit program:

C-Vue 55 Custom Toric (single lens only)	LifeStyle MVT Toric Bifocal	Sof-Form 55 Aphakic
EMA Multifocal	LifeStyle Xtra Multifocal	SoftSite Multifocal
LifeStyle 4-Vue std/hi	Sof-Form II	Simulvue 38 Bifocal
LifeStyle MV2 vial	Sof-Form 55	Unilens 38 Multifocal

Products with exchange fee under the 90-day Fit program:

All custom multi focal parameters \$40.00 per lens

LL Bifocal \$15.00 per lens.

Softcon DW & Softcon EW Aphakic \$15.00 per lens.

Example – Lens cost \$100.00 minus \$40.00 exchange fee, equals a \$60.00 dollar credit.

Products NOT eligible for return or exchange:

- Aquaflex Brand – defective only
- Softcon EW standard powers – defective only
- LL38, LL38 Thin, LL 55 Sphere – defective only
- Discontinued product
- Product that will expire within 1 year from return date

Defective Lens Policy (vial)

Exchange can be made for a defective lens if returned in the original vial and replaced with a lens of the same type and parameter within 30 days of the ABB CONCISE invoice date. Credit is conditional upon the manufacturer's verification of the product defect and reorder of the replacement lens. **"The complete nature of the defect must be stated in detail on the copy of the ABB CONCISE invoice or credit will not be issued."**

Upon ABB CONCISE returning products to the manufacturer - The manufacturer 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 to ABB CONCISE, thus requiring ABB CONCISE to re bill the customer for credit already given.

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Torn Lenses

Torn lenses are eligible for credit if returned within 30 days of invoice date.

Progressive and Bifocal Lenses

Two exchanges per original progressive/bifocal lens within 90 days of original ship date. After two parameter changes, only lenses found to be defective will be credited.

Toric/Spherical Lenses

All unopened lenses, excluding frequent replacement, returned within 120 days of invoice date are eligible for credit. Unlimited exchanges are allowed on opened torics and spheres, as long as all exchanges are made within 90 days of the original invoice date.

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