

BAUSCH & LOMB SOFT CONTACT LENS RETURN POLICY

Effective December 26, 2007

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



120 Day Patient Satisfaction Guarantee

Bausch & Lomb is confident that your patients will be fully satisfied with the Bausch & Lomb contact lenses you have chosen for them.

If for any reason your patients are not satisfied with their Bausch & Lomb contact lenses, you may return the lenses for your patient under the Patient Satisfaction Guarantee program.

Bausch & Lomb contact lenses eligible under this program are:

PureVision®, PureVision® Toric, PureVision® Multi-Focal, Optima® Toric, SofLens® Multi-Focal, SofLens® Toric, SofLens® 38 and Silsoft® contact lenses.

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.

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

- Remaining, unopened blisters must be in the original packaging (i.e. PureVision Toric blisters must be returned in the original PureVision Toric box) If unopened blisters are not in their original packaging, credit will not be issued and product will be destroyed.
- Opened boxes must contain at least **3** unopened blisters to receive full credit.

Lenses returned beyond 120 days from original receipt will not be accepted.

Products not eligible under the Patient Satisfaction Guarantee are:

- Discontinued Product
- Expired Product
- Damaged or Defaced Product

Patient lenses returned under the Patient Satisfaction Guarantee that do not meet these criteria will not be credited and the lenses will be destroyed.

Product that has been purchased from an authorized Bausch & Lomb distributor must be returned to the distributor.

Patient Satisfaction Guarantee Lens Return forms can be obtained at www.bausch.com/policies or by calling 1-800-828-9030

All product returned to Bausch & Lomb under the Patient Satisfaction Guarantee 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 under the Patient Satisfaction Guarantee 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.

The only product eligible for return is that which has been dispensed to a patient, and therefore falls under the 120 Day Patient Satisfaction Guarantee.

Full details of the Patient Guarantee Policy can be found at www.bausch.com/policies

Bausch & Lomb does not accept returns of inventories, expired, defaced or discontinued product.

Exchanges

Exchanges can be made within 30 days of the original invoice under the following criteria:

- Product that has been mis-shipped to you (e.g.: PureVision Toric was ordered, but you received SofLens Toric)
- Product that has arrived damaged
- Product incorrectly ordered (e.g., quantity ordered or PureVision Sphere was needed but PureVision Toric inadvertently ordered)

The original invoice with a valid invoice number must accompany the exchange.

Exchanges can be made by phone, fax, mail or internet.

For more details on how to place an exchange order go to www.bausch.com/policies.

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.

Blister packed lenses should be replaced out of the account's trial lens inventory. Vial lenses must be returned in the original package.

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.

Miscellaneous

Bausch & Lomb sales agreements, and any amendments, must be in writing and on a Bausch & Lomb standard form, or signed by the Bausch & Lomb Vision Care Vice President of Sales.

- 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.
- Bausch & Lomb representatives are not allowed to remove product from the office for liability reasons.

Lenses returned outside of the above stated policy will not be credited and the lenses will be destroyed. Bausch and Lomb reserves the right to change this policy at any time.

Please visit www.bausch.com/policies for updates to this policy, more details, frequently asked questions and forms.

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