



# Southwest Vision Center

## **Contact Lens Return Policy**

Contacts purchased at our office can be returned for credit as long as they are in original packaging, unopened, and unmarked. There will be \$25.00 restocking and shipping fee deducted from the credit amount. Credits are issued at the manufacturer's discretion.

Discontinued, expired, damaged, or defaced product is NOT eligible for credit.

If boxes are opened the following procedures MUST be followed per the lens manufacturer:

### **Bausch & Lomb:**

- If products are opened ALL patients must follow the policy below:
  - Patients (not practitioner) can return B&L products within 90 days and get a full refund under the satisfaction guarantee program. They must meet the following requirements to receive a reimbursement check from B&L.
- 1. Lenses returned under this program must be accompanied by a completed Patient Satisfaction Lens Guarantee Return Form with a valid invoice number and patient receipt indicating original date of purchase.
- 2. Opened boxes must contain at least 3 unopened blisters.
  - Mail to: Bausch + Lomb Patient Satisfaction Guarantee  
P.O. Box 15127  
White Bear Lake, MN 55115-5127

### **Alcon:**

- No contacts can be returned after 90 days. No credit for opened boxes of product.

### **CooperVision:**

- The following lenses have a 100 day, 100 % "It's Okay" guarantee: Avaira brand, Biofinity Brand, Biomedics Brand, Clariti Brand, ClearSight Brand, Proclear Brand, and Vertex Brand.
- CooperVision's "It's Okay" Guarantee allows exchanges or returns of all the CooperVision lenses listed below during the first 100 days following the original invoice. While products NOT included in the list above cannot be returned under the "It's Okay" guarantee, they may still be able to be returned within 90 days from original invoice as long as the product is UNOPENED.



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### Vistakon:

#### **“Satisfaction Guarantee”**

- If products are opened ALL patients must follow the policy below:
  - Patients (not practitioner) can return ACUVUE products within 90 days and get a full refund under the satisfaction guarantee program. They must meet the following requirements to receive a reimbursement check from VISTAKON:
    1. Complete an original reimbursement certificate and include UP TO 2 opened boxes of ACUVUE Brand Contact Lenses (at least two unopened lenses per box is required for OASYS, ACUVUE 2, TORIC, and at least 15 unopened lenses per box is required for 1-DAY products. Returns of OASYS 24 packs require 3 unopened boxes and one opened box with at least 2 unopened lenses in the box. )
    2. Attach copies of receipts for product purchase.
    3. Mail to: ACUVUE Satisfaction Guarantee 386-040  
P.O. Box 460575,  
El Paso, TX 88546-0575
    4. Keep a copy of paperwork for your records.

If directions are followed properly, Vistakon will provide a Visa Check Card with reimbursement amount they will determine.

### Special Eyes:

- Within the trial period, SpecialEyes will provide remake or exchange lenses at no lens cost until optimal fit and vision is obtained. The trial period extends 90 days from the original order date or from the most recent remake/exchange order date.

I have read and understand the above information:

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Patient or Guardian's Signature

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Date