

NASSAU OOGP VISION GROUP RETURN POLICY

GENERAL RETURN POLICY

- Product must be returned to NASSAU OOGP Vision Group within 120 days of invoice date with a copy of the original invoice.
- Damaged product must be shipped back to NASSAU OOGP Vision Group within 30 days of receipt in office.
- Undamaged returns will be credited at the full price for which product was originally purchased.
- If policy requirements are not met, we reserve the right to determine credit amount.

SOFT CONTACT LENSES RETURN POLICY

- Product must be in resellable condition to be returned.
 - Resellable condition is defined as but not limited to the following:
 - Product cannot be damaged, marked, stickered, short-dated, opened or discontinued.
 - Some discontinued product is returnable based on specific manufacturer policies. Please call customer service to confirm policy before returning to avoid return shipping fees.
 - Product must not be less than 15 months away from expiration.
 - Product deemed as non-returnable will not be credited. Return of non-returnable product to account is available by request and approval. If approved, a \$5.95 return shipping charge will be applied.
 - Contact lens manufacturers reserve the right to inspect lenses claimed to be defective. If defects are not found, or excessive handling or misuse is evident, credit issued will be reversed and the product may not be returned to account.
- We reserve the right to require a cover order for soft contact lens returns as follows:
 - Any return greater than \$3,500 must be accompanied by a new order totaling at least 130% of the return dollar value. For example, a return of product billed at \$3,500 will require a minimum order of \$4,550 worth of product.
- We abide by all soft contact lens manufacturer policies, please refer to the manufacturer for more details.

ALCON

- Platinum Total Satisfaction Guarantee
 - Full credit for returned DAILIES® or AIR OPTIX® brand contacts if the following requirements are met:
 - Platinum Total Satisfaction Guarantee form is completely filled out.
 - Return is accompanied by NASSAU OOGP Vision Group invoice and patient receipt.
 - Must indicate the patient's name on both documents.
 - The product cannot be expired.
 - For more information: www.myalcon.com/docs/platinum_guarantee.pdf

BAUSCH + LOMB

- "90 Day Patient Satisfaction Guarantee"
 - If for any reason you are not satisfied with your Bausch + Lomb contact lenses, you may return opened boxes directly to Bausch + Lomb for a refund.
 - The return must be received by Bausch + Lomb within 90 days from the date of purchase. This offer is not valid if you have redeemed a Bausch + Lomb contact lens rebate offer within the calendar year.
 - Unopened boxes must be returned to the original place of purchase for refund or exchange under the policies of the seller.
 - Defective lenses must be returned directly to Bausch + Lomb for a refund.
 - For more information: www.bausch.com/reference/customer-policies-and-forms

COOPERVISION®

- Defective lenses must be exchanged within 30 days from invoice date.
 - All defective lenses must be returned with a copy of original invoice indicating a specified reason(s) for the defect packaging.
 - Missing end flaps due to patient rebate redemption, or any other reason, are ineligible for credit.
- "It's Okay"SM Guarantee
 - CooperVision®'s "It's Okay"SM Guarantee allows the return of CooperVision® lenses purchased directly from NASSAU OOGP Vision Group.
 - Brands eligible for the "It's Okay"SM Guarantee
 - Avaira® Vitality, Biofinity®, Biomedics®, Clariti®, ClearSight™ Brand, Hydrasoft® [single vials only], Frequency 55 Aspheric, MyDay®, all Proclear® except Proclear® Toric XR, Vertex®, all MTO's except Hydrasoft® 3 Pack
 - Opened boxes are no longer eligible for return.
 - Product must be returned within 100 days of original invoice date.
 - Discontinued product must be returned 90 days prior to product discontinuance date.
 - Copy of the original corresponding NASSAU OOGP Vision Group invoice must be included and indicate the reason for return.

THE FINE PRINT.



- Product must have a minimum of 1-year dating of expiration date shown on the packaging.
- Lenses must be received in original packaging, including original blister or vial.
- Unopened product must be intact and in resellable condition (resellable condition is determined by CooperVision®) free of writing, stickers or markings of any kind. Lenses in packages with the end flaps removed, due to patient rebate redemption or any other reason are not eligible for return.
- CooperVision® may destroy product that does not meet the return requirements.

X-CEL SPECIALTY CONTACTS

- All defective lens returns must include a copy of the original invoice and a written explanation as to why the product is defective.
- X-Cel will determine what constitutes the product as defective.

JOHNSON & JOHNSON VISION CARE

- Defective lenses must be returned directly to Johnson & Johnson Vision Care or replaced with trials.
- All remaining boxes from 90, 24 or 12 packs should be returned to Johnson & Johnson Vision Care for credit.

VISIONEERING TECHNOLOGIES, INC. (VTI) (ONLY AT OOGP)

- Only VTI product purchased directly from VTI through its Authorized Distributor(s) may be returned or exchanged through the Authorized Distributor(s) under their specified returns policies.
- NaturalVue® (etafilcon A) Brand 1 Day Contact Lenses See Naturally Guarantee – 100% Satisfaction Guaranteed for You and Your Patients
- VTI offers 100% satisfaction on every patient order. If for any reason your patient is not satisfied with their VTI product (any NaturalVue® Brand Contact Lenses), they can return unopened product to you for exchange for other VTI lenses or credit. You can then return their Authorized Distributor for full credit.

DISCLAIMERS

- The document supersedes all previous lists, schedules, and catalogs.
 - We reserve the right to change prices and policy without warning due to manufacturer regulations.
 - Prices & policy listed in this document are subject to change without prior notice, orders accepted are subject to prevailing price at the time of billing.
- We are unable to accept responsibility for the following:
 - Product damaged in transit. We recommend that all returns are shipped in sturdy boxes and include adequate padding to protect product.
 - Returns not received. All returns should be shipped via a traceable delivery service.
 - Return shipping fees.
- All credits are final after 60 days of credit memo issue date.
- Accounts returning product in excess quantities may have their return privileges revoked at the discretion of NASSAU OOGP Vision Group.
- This policy is effective as of February 1st, 2019, and is subject to change at any time without notice.

PLEASE SEND ALL RETURNS TO:

OOGP

Attn: Returns Department
557 NE Westbrook Way
Grants Pass, OR 97526

OR

NASSAU

Attn: Returns Department
160 LeGrand Ave
Northvale, NJ 07647