

CONTACT LENS RETURN POLICY

- All returns must be submitted via the Online Return Portal prior to shipping products back in order to obtain an RMA. Not including a completed RMA form with your returned package may result in having the return be denied.
- To access the online return portal please visit: www.nassau247.com > My Account > Returns.
- Products must be returned to NASSAU OOGP Vision Group within 12 months of invoice date.
- Damaged product must be shipped back to NASSAU OOGP Vision Group within 30 days of receipt in office. If the product was received damaged, this must be noted on the RMA form.
- Accepted 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 the credit amount.
- Product purchased from NASSAU OOGP Vision Group must be returned to NASSAU OOGP Vision Group.
- Product must be in resellable condition to be returned.
- Below are examples of why a return may be denied. Note that on the RMA form there is an option to allow the returns team to discard non-returnable products. If permission is not granted, non-returnable product will be sent back at a fee of \$5.95.
 - No RMA included
 - Expired product
 - Short-dated product
 - 15 months from expiration (6 months for Alcon)
 - Marked, stickered (exclusive of manufacturer stickers), or altered boxes
 - Open boxes
 - Damaged boxes
 - Discontinued product. Some discontinued products may be returned based on specific manufacturer policies. In order to avoid shipped fees, please call customer service to confirm the policy before sending back product.
- 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. The cover order must be placed within 60 calendar days of the date which the warehouse received the return, or else the product may be sent back at the sender's expense.
- All manufacturer defective lenses should be addressed with the manufacturers directly, as each has their own policy around these returns. Policies for the individual manufacturers can be found on the next page. Please feel free to contact customer service for any additional guidance.

BEST PRACTICES FOR RETURNING PRODUCT

- All returns must include a completed RMA form.
- Including a copy of the original invoice is highly recommended. If the invoice is not included, the return may be credited at the lowest published or promotional price.
- We recommend that all returns are shipped in sturdy boxes and include adequate padding to protect product; credit will be denied for returns damaged in transit due to inadequate packing.
- All returns must include a completed RMA form; including a copy of the original invoice is highly recommended.
- Do not combine multiple RMA's in one box.
- Do not return trials.

- Returned packages should not weigh more than 10 lbs.

CONTACT LENS MANUFACTURER DEFECTIVE RETURNS

UNILENS

Product must be returned with Original packaging & Original invoice to:

Unilens
21 N.Park Place Blvd.
Clearwater, FL 33759

JOHNSON & JOHNSON

Please call Customer Relations: 1-800-843-2020

Email: RA-VISUS-VPIWEB@its.jnj.com

VALEANT

Product must be returned with the original invoice indicating the defect.

ATT: Returns Department
Valeant / Bausch & Lomb
1400 N. Goodman
Rochester, NY 14609

COOPERVISION

Please call Customer Service: 1-800-341-2020

Website: mycoopervision.com

ALCON

Please call Customer Service: 1-800-845-8842

DISCLAIMERS

- This document supersedes all previous lists, schedules, and catalogs.
- We reserve the right to change prices and policy without warning due to manufacturer regulations.
- Prices & policies 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 for non-qualifying and non-returnable products.
- 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 August 22, 2022, and is subject to change at any time without notice.

PLEASE SEND ALL RETURNS TO:

Nassau OOGP
2435 Spiegel Drive
Groveport, OH 43125

MANUFACTURER POLICIES

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.
- Effective November 1, 2019, NASSAU OOGP Vision Group can no longer accept returns of the following products under Alcon's Distributor Returns and Product Disposition Policy:
- AIR OPTIX® plus HydraGlyde® sphere contact lenses designated by Alcon for geographies outside the U.S.
- DAILIES® Aqua Comfort Plus® sphere contact lenses designated by Alcon for geographies outside the U.S.
- DAILIES TOTAL1® 90 pack.
- No credit will be issued for OUS Alcon Products returned or attempted to be returned after November 1, 2019.

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.
- SIMPLY SATISFIED GUARANTEE™

- CooperVision®'s Simply Satisfied™ Guarantee allows the return of CooperVision® lenses purchased directly from NASSAU OOGP Vision Group.
- Brands eligible for the Simply Satisfied™ Guarantee:
 - Avaira Vitality®, Biofinity®, MyDay®, Clariti®, Biomedics®, MiSight® 180 PK, Proclear®. Proclear® Toric XR is not available for return or exchange
- Product must be returned within 100 days of the original invoice date.
- Discontinued product must be returned 30 days prior to product discontinuance date.
- A copy of the entire original corresponding CooperVision invoice must be included and indicate the reason for return.
- Product must have a minimum of 1 year dating of the expiration date shown on the packaging.
- Product must be unopened, intact and in resalable condition (as determined by CooperVision), free of writing, markings of any kind, and stickers not applied by CooperVision.
- Lenses in packages with the end flaps removed, due to patient rebate redemption or any other reason are not eligible for return.
- Lenses must be received in the original packaging, including the original blister or vial.
- *CooperVision may destroy product that does not meet the return requirements.

UNILENS

- Unilens will not accept any returns or issue any credits on products purchased through a distributor.

GELFLEX

- Boxes must be unopened and unmarked to be eligible for returns.
- Boxes must have 15 months remaining until the expiration date.
- Boxes may be exchanged or returned for credit.

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.

CLERIO VISION

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

PLEASE SEND ALL RETURNS TO:

NASSAU OOGP VISION GROUP
ATTN: RETURNS DEPARTMENT
2435 Spiegel Drive
Groveport, OH 43125

FINISHED STOCK LENS RETURN POLICY

- All returns must be submitted via the Online Return Portal prior to shipping products back in order to obtain an RMA. Not including a completed RMA form with your returned package may result in having the return be denied.
- To access the online return portal please visit: www.nassau247.com > My Account > Returns
- Product must be returned to NASSAU OOGP Vision Group within 12 months of invoice date. Including a copy of the original invoice is highly recommended. If the invoice is not included, the return may be credited at the lowest published or promotional price.
- Granting permission for the Returns Department to discard non-returnable product is available using the Online Return Portal.
- Damaged product must be shipped back to NASSAU OOGP Vision Group within 30 days of receipt in office. If the product was received damaged, this must be noted on the RMA form.
- Undamaged returns will be credited at the full price for which product was originally purchased as long as the invoice is included.
- If policy requirements are not met, NASSAU OOGP Vision Group reserves the right to determine credit amount.
- Product must be in resellable condition and not discontinued to be returned.
- NASSAU OOGP Vision Group is unable to accept returns on the following lenses:
 - CR-39 Uncoated / Nalco® (65mm)
 - CR-39 Uncoated / Nalco® (70mm)
- NASSAU OOGP Vision Group reserves the right to require a cover order for finished stock lens returns as follows:
 - Any return greater than \$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 \$500 will require a minimum order of \$650 worth of product. The cover order must be placed within 60 calendar days of the date which the warehouse received the return, or else the product may be sent back at the sender's expense.
 - Newly discontinued lenses

Scratch Resistant Warranty

- This warranty applies to scratches, peeling, or crazing under normal use. Lenses that are abused, extremely scratched, chipped, broken, or damaged during processing are not covered under this warranty.
- TD2 and Viso products are warranted against scratching on both sides of the lens for two years. During that time, if a lens becomes scratched, we will replace it with an exact duplicate of the original prescription.
- All scratch resistant coated lenses are under a 1 year, 1-time warranty.

Anti-Reflective Warranty

- This warranty applies to scratches, peeling, or crazing under normal use. Lenses that are abused, extremely scratched, chipped, broken, or damaged during processing are not covered under this warranty.
- Crizal® No-Glare lenses are under a 2 year, 2-time warranty.
- Optifog® lenses are under a 2 year, 2-time warranty.
- Synergy™ Crystal lenses are under a 2 year, 1-time warranty.
- All other anti-reflective coated lenses are under a 1 year, 1-time warranty.
- NASSAU OOGP Vision Group will issue a credit for the original lenses under warranty as outlined above after customer purchases replacement lenses and with the following conditions:
 - Both original and replacement lenses must be of the same prescription.
 - Invoice for replacement lenses must be included with the return.
 - Original lenses must be returned inside replacement envelopes.

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- 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.
- NASSAU OOGP Vision Group is 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 for non-qualifying and non-returnable products
- 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 August 22, 2022, and is subject to change at any time without notice. All product purchased prior to the new effect date will revert to previous period policy guidelines.