

# Returns & Exchange Policy

## Returns

Returns are not permitted except under the following conditions, and if so, at CooperVision's sole discretion:

- Products damaged in transit (where CooperVision is responsible for the costs of transportation of Products)
- Products ordered erroneously by CooperVision
- Products delivered erroneously by CooperVision
- Special circumstances approved at the sole discretion of CooperVision

CooperVision may in its sole discretion issue a power exchange, credit note or refund for the returned lenses.

## Un-opened Power Exchange:

Only if permitted by CooperVision in its sole discretion, un-opened, un-expired products may be exchanged for different power for the same lens type only (e.g. Biofinity for Biofinity, Biomedics 1 day Extra for Biomedics 1 day Extra) and must be a product currently offered for sale by CooperVision (i.e., not discontinued). To submit an exchange request, follow the procedure outlined below.

## Returns and Exchange Procedure:

- Contact CooperVision to obtain authorization of the return or complete a Credit Request Form (further details below). Any returns which are not authorized or accompanied by a completed credit request form will not be accepted.
- Products damaged in transit or ordered/shipped in error must be reported to CooperVision within 1 business day from receipt of products.

- All products must be physically returned to CooperVision within 7 business days (except where products are defective or recalled by CooperVision\*) as follows:-
  - For Returns, from date of CooperVision’s confirmation of acceptance of the return request.
  - For Exchanges, from date of receipt of replacement goods.
- Any product returned, for any reason, remains the property of the customer until received by CooperVision. Returned products should be returned by a traceable shipping method to protect against loss.
- All products returned must carry a minimum shelf life of 6 months before the expiration date.
- All products returned must be in their original packaging and in a resaleable condition (as determined by CooperVision, acting reasonably). ***Any product received in un-resaleable condition (defaced, marked, damaged, etc) will not be accepted for a return or an exchange and will be destroyed or shipped back to customer at customer’s request and customer’s cost.***

*For general credit enquiries please contact Customer Services*

\*Please refer to CooperVision’s Supply Agreement General Terms (T&Cs) or your Supply Agreement with CooperVision for further information on defective or recalled products.