

# 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 3 business days 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 (except where products are defective or recalled by CooperVision).
- All products returned must be in their original packaging and in a resaleable condition, as determined by CooperVision, acting reasonably (except where products are defective or recalled by CooperVision). ***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*

\*CooperVision's Standard Terms of Business (STB) shall apply to govern the rights and liabilities between you/the customer and CooperVision, to the exclusion of any other terms and conditions. If any formal supply agreement is mutually signed and executed between you/the customer and CooperVision, the terms of that formal supply agreement will prevail to the exclusion of the STB. No other terms and conditions, and no change to CooperVision's terms and conditions, shall be acceptable unless agreed in writing by CooperVision.

The STB is available at <https://coopervision.com.my/practitioner/standard-terms-of-business>.