

DO NOT Use this form for Product Quality Issues. Please call Customer Service at 1-800-828-9030



LENS RETURN FORM

Account Number-	Date-
Account Name-	B&L Sales Rep-
Address/City/State/Zip-	
Phone Number- ()-()-()	Email Address-
Contact Name	

If you are not completely satisfied with your purchase of Bausch & Lomb lenses they may be returned within 90 days of the date of invoice, for exchange or credit.

In order to receive full credit the returned lenses must meet the following requirements

- Be accompanied by a valid invoice number
- Be free of markings and stickers
- Be in the original, unopened, unaltered package

Product NOT eligible for credit or exchange*

Expired; Discontinued; Opened + Altered; Damaged

**Product not eligible for credit or exchange will be destroyed, in accordance with Bausch & Lomb policy*
+ Opened vials of Optima Toric, Silsoft & Optima Spare Pair lenses may be returned for credit and/or exchange
Product purchased through an Authorized Distributor must be returned to the original place of purchase

RETURN REASON CODES (use to fill in below)

BL1 -Damaged Upon Receipt	BL5 -Patient Prescription Change
BL2 -Duplicate Order	BL7 -Patient Cancellation
BL3 -Wrong Product/Power Ordered	
BL4 -Shipped in Error	

LENS TYPE (BC, +/- Sphere, Cyl, Axis or Add)	QTY	INVOICE #'s	(Required) RTN CODE

*If your return is for 15 boxes or more, a return authorization number must be obtained by calling 1-800-828-9030 Option 6; or via email at crcreturns@bausch.com.

Authorization # for 15 or more boxes: _____

Return Product to:

Bausch & Lomb, Inc. Bausch & Lomb, Inc.
 Customer Resource Center or PO Box 30474
 1400 N. Goodman St. Rochester, NY 14603
 Rochester, NY 14609

This form is available at www.bausch.com/policies
 Or call the Customer Resource Center at 800-828-9030 to receive a fax copy.

Credit will NOT be given for any return not meeting the Bausch & Lomb Returns Policy and product will be destroyed.