

## ACUVUE® Money Back Guarantee

# Terms and Conditions

1. This Money back guarantee only applies to ACUVUE® Contact Lenses purchased in the UK.
2. Only one claim per person. Entrants must be 18+. UK residents only. Claims from groups or organisations are prohibited. Only claims made using an official claim form will be accepted. The instructions in the claim form part of these terms and conditions.
3. Before submitting a claim, you will need to visit your Optician to discuss your dissatisfaction with the contact lenses, as it may be related to eye health or vision. If after this you still wish to claim for a refund, your Optician will need to validate your claim form with their stamp, date and signature in the box below.
4. All refunds are 100% of cost of the lenses. Professional fees for eye examinations or other services and postage costs are not included in this offer and will not be refunded.
5. Refunds will be paid by cheque, made payable to the name on the claim form, and sent to the postal address provided in the claim form within 28 days of Johnson & Johnson Medical Ltd processing a valid claim.
6. Johnson & Johnson Medical Ltd. accepts no responsibility for claim forms lost, delayed or damaged in the post. Claim forms with inadequate address details or that are incomplete, damaged, photocopied, illegible or do not contain the required evidence and purchased product will be rejected and will not be returned to you. Proof of posting is not proof of delivery.
7. All claims must be accompanied by an original proof of purchase indicating the price paid for the lenses and purchase date. Reproduction, alteration, sale, trade or purchase of the claim form or proof of purchase is prohibited.
8. All claims must be made within 6 months of purchase, subject to condition 10 below.
9. All claims for ACUVUE® daily disposable contact lenses must be accompanied by a minimum of 75% of the quantity of contact lenses purchased, in their original and undamaged blisters. All claims for ACUVUE® reusable contact lenses must be accompanied by a minimum of 65% of the quantity of contact lenses purchased, in their original and undamaged blisters.
10. Claims can be made for a maximum of 1 year's supply of contact lenses. If the proof of purchase is for more than 1 year's supply, only the pro-rata amount corresponding to 1 year's supply will be refunded.
11. The data controller is Johnson & Johnson Medical Ltd. Your personal data will only be used to administer this offer and send your refund cheque. We will provide your personal data to Ashfield (t/a Emota). You can withdraw consent at any time by contacting us at [acuvueevents@ashfieldhealthcare.com](mailto:acuvueevents@ashfieldhealthcare.com), but if you do, we will not be able to send your cheque.
12. You have legal rights in relation to the lenses purchased, including that the goods must be as described, fit for purpose and of satisfactory quality. This money back guarantee in no way affects your legal rights. Promoter: Johnson & Johnson Vision, part of Johnson & Johnson Medical Ltd. Pinewood Campus, Nine Mile Ride, Wokingham, Berkshire RG40 3EW.

Your statutory rights are not affected.

All ACUVUE® Contact Lenses have UV Blocking to help provide protection against transmission of harmful UV radiation to the cornea and into the eye. UV absorbing contact lenses are NOT substitutes for protective UV absorbing eyewear such as UV absorbing goggles or sunglasses because they do not completely cover the eye and surrounding area. You should continue to use UV absorbing eyewear as directed by your eye care professional.

† Helps protect against transmission of harmful UV radiation to the cornea and into the eye.

^Based on a survey of 951 Eye Care Professionals from the United States, United Kingdom, Japan, South Korea, China, France, and Germany conducted between 10/2024 to 11/2024.

1. JJV data on file 2024: ACUVUE® Brand- EYE-INSPIRED™ INNOVATIONS.

2. JJV Data on File 2024. Data Substantiation for Most Trusted/Recommended ACUVUE® Global Claims\_2024.

ACUVUE® Contact Lenses can be used for vision correction. For detailed information on the proper wear, care and safety, please talk to your Eye Care Professional and read the Instructions for Use available on the Johnson & Johnson website [www.e-fu.com](http://www.e-fu.com)

ACUVUE®, ACUVUE® OASYS MAX 1-Day, ACUVUE® OASYS MAX 1-Day MULTIFOCAL, ACUVUE® OASYS MAX 1-Day for ASTIGMATISM, ACUVUE® OASYS MAX 1-Day MULTIFOCAL for ASTIGMATISM, ACUVUE® OASYS 1-Day, ACUVUE® OASYS 1-Day for ASTIGMATISM, ACUVUE® OASYS 2-Week, ACUVUE® OASYS 2-Week for ASTIGMATISM, 1-DAY ACUVUE® MOIST, 1-DAY ACUVUE® MOIST for ASTIGMATISM, 1-DAY ACUVUE® MOIST MULTIFOCAL, ACUVUE® VITA®, HYDRACLEAR® HydrALuxe®, LACREON®, TearStable™ and OptiBlue™ are registered trademarks of Johnson & Johnson © Johnson & Johnson and its affiliates 2025. 2025PP10237



## Validation by my Optician

Please ask your Optician to validate this claim form by adding their stamp, date and signature here.

# Satisfaction Guaranteed

with ACUVUE® Contact Lenses  
or your money back\*

\*Terms and conditions apply. See back page or [www.acuvue.com/en-gb/acuvue-comfort-promise](http://www.acuvue.com/en-gb/acuvue-comfort-promise) for details.

[www.acuvue.com/en-gb](http://www.acuvue.com/en-gb)

# ACUVUE®

## Satisfaction Guaranteed

Not all contact lenses are the same.  
Ours are inspired by your eyes.<sup>1†</sup>

**ACUVUE® is the most trusted brand of contact lenses by Eye Care Professionals.<sup>2^</sup>**



We are confident that you will enjoy the great benefits of ACUVUE® Contact Lenses. But if you are unhappy with your purchase, we will give you a full refund. Subject to terms and conditions overleaf.

## How to claim your money back

The first thing to do is to contact your Optician to discuss your concerns and, if necessary, to arrange an appointment.

If, after seeing your Optician, you are still not fully satisfied, please fill in the claim form and send it to the address indicated on the form, together with your receipt from your original purchase of the lenses and the remaining contact lenses in their original and undamaged blisters.

Please note that this money back guarantee covers the cost of the contact lenses only. No refunds will be issued for fitting or consultation fees.



Product images for illustrative purposes only

## Claim form

Please fill in this claim form and send it together with your original receipt from the purchase of the lenses and the remaining contact lenses in their original packaging to the following address:  
**ACUVUE® MONEY BACK GUARANTEE, P.O. BOX 10428, ASHBY DE LA ZOUCH, LE65 1JG, UK.** Make sure you complete all the sections to avoid any delay with processing your claim.

To fulfil your application to money back guarantee, in accordance with our privacy policy [www.acuvue.com/en-gb/privacy-policy/](http://www.acuvue.com/en-gb/privacy-policy/) we will use your personal data to administer this offer and send your refund cheque. The data controller is Johnson & Johnson Medical Ltd. Your personal data will only be used to administer this offer and send your refund cheque. We will provide your personal data to Ashfield, who will check refund eligibility and send out cheques for us. You can withdraw consent at any time by contacting us at [acuvueevents@ashfieldhealthcare.com](mailto:acuvueevents@ashfieldhealthcare.com), but if you do, we will not be able to send your cheque.

**Please tick here to confirm that you consent to this use of your personal data.**

**Name** \_\_\_\_\_

**Address** \_\_\_\_\_

**City/Town** \_\_\_\_\_ **Postcode** \_\_\_\_\_

**Telephone number** \_\_\_\_\_

**Name and address of your Optician**

\_\_\_\_\_

\_\_\_\_\_

### Product purchased

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> ACUVUE® OASYS 1-Day                                | <input type="checkbox"/> 1-Day ACUVUE® MOIST                     | <input type="checkbox"/> ACUVUE® OASYS MULTIFOCAL             |
| <input type="checkbox"/> ACUVUE® OASYS 1-Day for ASTIGMATISM                | <input type="checkbox"/> 1-Day ACUVUE® MOIST for ASTIGMATISM     | <input type="checkbox"/> ACUVUE® OASYS 2-WEEK                 |
| <input type="checkbox"/> ACUVUE® OASYS MAX 1-Day                            | <input type="checkbox"/> 1-Day ACUVUE® MOIST MULTIFOCAL          | <input type="checkbox"/> ACUVUE® OASYS 2-WEEK for ASTIGMATISM |
| <input type="checkbox"/> ACUVUE® OASYS MAX 1-Day MULTIFOCAL                 | <input type="checkbox"/> ACUVUE® OASYS MAX 1-Day for ASTIGMATISM | <input type="checkbox"/> ACUVUE® VITA                         |
| <input type="checkbox"/> ACUVUE® OASYS MAX 1-Day MULTIFOCAL for ASTIGMATISM |  |   |

### I confirm that I have enclosed a minimum of:

- |   |   |
|---|---|
| <input type="checkbox"/> 75% of the original quantity of ACUVUE® daily disposable contact lenses (see Condition 9.) | <input type="checkbox"/> 65% of the original quantity of ACUVUE® reusable contact lenses (see Condition 9.) |
|---|---|

### Number of contact lens boxes purchased

### Amount claimed

### Date of purchase

/   /

**Reason for dissatisfaction** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Yes, I confirm my Optician is aware of my dissatisfaction and has validated this claim form overleaf.**