

Return Goods Policy

(Effective May 6, 2019; Updated March 2021; Updated October 1st, 2021)

At AMO Canada Company (“J&J Vision”) we value our customers and take pride in the quality of all products we manufacture and distribute. As such, effective May 6, 2019, we will accept products for credit or exchange that meet the criteria outlined below in this Returned Goods Policy.

Return Policy General Terms and Conditions:

- We reserve the right to accept or reject the merchandise returned for either credit or exchange.
- We may grant exceptions to this Return Policy at our sole discretion.
- We reserve the right to modify the terms and conditions of this Return Policy at any time without notice.
- We reserve the right to promptly destroy all merchandise returned that is not eligible for credit or exchange.
- Returns are subject to final count upon receipt in the J&J Vision warehouse.
- Credit for direct purchase returned goods will only be issued at the original purchase price if goods are unopened, in sellable condition with no markings on the outer packaging, and return approval processed within 90 days of initial shipment date. After 90 days, exchanges are permitted for up to 12 months from initial shipment.
- We are not responsible for return shipping charges unless related to a shipping error or a defective return.
- Notwithstanding the above, for all defective product(s), we will, at our discretion, replace the defective product(s) or provide a credit.

Direct Purchased IOL Returns:

To return IOL’s purchased directly (i.e. not part of consignment inventory) (“Direct Purchases”), please email/fax the request or call J&J Vision’s Customer Service by using the contact information below and provide the product details (i.e. Model/SN/PO #'s). A Return Goods Authorization (“RGA”) number must accompany all products returned to ensure proper acceptance and processing at our return locations.

- IOL’s / Surgical Support Products: J&J Vision Customer Service
- Telephone: 1 877-266-4543 #1
- Email: Canada.custserv@its.jnj.com
- Fax: 1-888-760-1086

The RGA number must be clearly marked on the outer package and on all paperwork accompanying the return. This number should be referenced when following up on the return transaction. The customer is responsible for ensuring that the product is packaged

appropriately to guard against damage while in transit. Return transportation charges for complaint returns or returns for product erroneously shipped by J&J Vision will be paid by J&J Vision. For all other returns, transportation charges will be paid by the customer.

- A credit will be issued once the product is received and inspected. We also suggest that you keep the shipment tracking number for your reference.

Consignment IOL Returns (Unexpired IOL's):

If unopened consignment IOL's need to be returned, an RGA number is required. Simply follow the same instructions as for the Direct Purchases to ship back the IOL's to J&J Vision. All returns will be subject to the following conditions:

- Product must be in sellable condition, with no markings on the outer packaging of the IOL, must not be expired or short dated (less than 1 year from expiration). The package must not have a broken seal or be defaced.
- "Consignment IOL Product Return & RGA #" must be clearly written on the external shipping label.
- Product must be packaged appropriately to guard against damage in transit.
- Please keep the tracking number for your reference.

Consignment IOL Returns (Expired IOL's):

Consigned IOL's that are past the expiration date ("Expired IOL's"), may not need to be returned to J&J Vision. Rather, Expired IOL's may be destroyed at your facility; if you follow the IOL Destruction Process stated below.

Expired IOL Destruction Process:

- Complete the IOL Customer Experience Form as instructed.
- Return completed IOL Customer Experience Form via email (canada.custserv@its.jnj.com) or fax to the J&J Vision Customer Service (888-760-1086).
- Properly dispose of lens(es) at your facility pursuant to all applicable laws, rules and regulations regarding the destruction of medical devices.

Non-Returnable Product:**

Notwithstanding anything stated above, the following products may not be returned for exchange or credit:

- Ophthalmic Viscoelastic Devices (OVD/Healon)
- Balanced Salt Solution (Endosol)
- LipiFlow System Activator
- All expired and /or opened Direct Purchase consumables
- Short shelf-life consumable products (within 3 months of expiration date).
- Liquid Optic Interfaces (LOIs), Treatment Cards, and Patient Interface (PI) Cones
- Products deteriorated or damaged due to conditions beyond the control of the manufacturer; such as improper storage, heat, cold, humidity, water, smoke, fire, showing evidence of having been tampered with, damaged in a fire or involved in a bankruptcy sale, and customer applied markings such as labels, pen markings, etc.

**Returns for credit are only permitted for JJSV Order Entry/Shipping error. No return for products ordered in error, expired or short shelf-life.

Products Eligible for Exchange Only:

Notwithstanding anything stated above, the following products may only be eligible for exchanges within one month of purchase:

- All CTRs/Shunts, Cartridge, Tubing, Knives and Blades ordered in error - Products must be in its original packaging with no markings such as labels, pen markings etc.
- You will receive your credit or exchange once we have received and inspected the product(s). Goods must unopened, in original packaging and in sellable condition with no markings on the outer packaging.

Equipment and Accessories:

- This Returned Goods Policy does not apply to any J&J Vision equipment or accessories. Please refer to your Equipment Agreement's Terms and Conditions for details.
- Should any equipment be received damaged from J&J Vision, please contact J&J Vision's Equipment Customer Service at 1-877-266-4543 #1. If you are refusing delivery due to your belief that the equipment arrived in damaged condition, please have the carrier driver complete an inspection report.

Return location details:

<p>Un-opened Product:</p> <p>AMO Canada/ J&J Vision ATTN Returns 200 Whitehall Dr Markham, ON L3R 0T5</p>	<p>Product Complaints Required by J&J Surgical Vision Quality:</p> <p>AMO Canada/ J&J Vision ATTN Complaint Handling Unit (PQS ROOM) 200 Whitehall Dr Markham, ON L3R 0T5</p>	<p>Phaco Equipment, Hand Pieces & Foot Pedals / LOI/Patient Interface Complaint Required by J&J Surgical Vision Quality:</p> <p>AMO Canada/ J&J Vision ATTN Complaint Handling Unit (PQS ROOM) 200 Whitehall Dr Markham, ON L3R 0T5</p>
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