

# Johnson & Johnson Returns Form

*Please complete and enclose this for with your return.*

### Returns Policy

Johnson & Johnson will accept returned ACUVUE® Brand Contact Lenses for full credit provided the product is:

- In its original condition (original packaging, unopened, unused, undamaged)
- Unmarked packaging, free of stickers, writing, and any alterations
- Not expired

**Note:** Partial credit will be provided in cases where sealed boxes from opened multipacks are returned.

No credit will be provided for returns not meeting the criteria above including loose lenses. All returned products will be restocked or destroyed and cannot be returned to you.

### Customer Details

JJV Account Number \_\_\_\_\_

JJV Account Name \_\_\_\_\_

Account Address \_\_\_\_\_

Reason for Return \_\_\_\_\_

If returning >15 multipacks, please obtain a return authorization from your Territory Account Manager.

Authorization Number: \_\_\_\_\_

### Returns Process

- To ensure your return is not damaged in transit, use intact cardboard packaging to return product
- Please include this returns form with your returned product for faster processing
- For a prepaid shipping label, please visit our online returns submission page to submit your request
- Please allow up to 3 weeks for processing and receipt of approved credit memos. Credits can be reviewed online via our JJV Order Center and applied to invoices.
- For questions, please contact Customer Service at [jjvc-us-cs@its.jnj.com](mailto:jjvc-us-cs@its.jnj.com) or 800-874-5278

### Returns Address

Johnson & Johnson  
Att: Returns Department  
7500 Centurion Parkway  
Jacksonville, FL 32256