

Johnson & Johnson Vision Inc. will accept returns for any reason. For full credit, product must be in its original packaging, unopened, unmarked and not expired. Opened multipacks can be returned for partial credit, but single lens blisters are unable to be processed.

If your return includes multiple shipper boxes, please include a return form in each one, detailing the items contained in that box. Please keep a copy of the form(s) for your records and consider an insured and trackable ship method for your return. We will not be able to provide credit for returns that are lost in transit.

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

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

Contact Person (optional): \_\_\_\_\_

Phone (optional): \_\_\_\_\_

Please provide a reason for the return:

<input type="checkbox"/> A01 - Order Shipped Incorrectly	<input type="checkbox"/> A05 - Patient Exchanged
<input type="checkbox"/> A02 - Duplicate Order	<input type="checkbox"/> A06 – Overstock
<input type="checkbox"/> A03 - Ordered Wrong Product/Power	<input type="checkbox"/> A07 Damaged
<input type="checkbox"/> A04 - Patient Cancelled	<input type="checkbox"/> Other

*Have a product quality issue? Please contact us at 800-843-2020.*

What is being returned?

	Brand	Box size	Qty	Reason
1.				
2.				
3.				
4.				

Total Multipacks: \_\_\_\_\_

When your return is more than 15 multipacks? Please contact your Sales Representative for an authorization number.

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

**Return Address:**

**Johnson & Johnson Vision Care  
 ATTN Credit and Returns  
 7500 Centurion Parkway  
 Jacksonville, FL 32256**

Please allow up to 3 weeks for processing after receipt.

Credit will appear on your JJV statement and can be reviewed via our Order Center.

[www.jnvisionpro.com](http://www.jnvisionpro.com)

All returned product will be restocked or destroyed, and cannot be returned to you.

For questions, please contact Customer Service at [jjvc-us-cs@its.jnj.com](mailto:jjvc-us-cs@its.jnj.com) or 800-874-5278.