

**IMPORTANT: Customer must fill out ONE FORM PER SHIPPING PACKAGE, specific to the items in that package.
PHOTOCOPY EACH COMPLETED FORM FOR YOUR RECORDS.**

DATE:	ACCOUNT NUMBER:
ACCOUNT NAME:	CONTACT PERSON:
PHONE:	EMAIL:

Courier Name:	Courier Tracking Number (if available):
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REQUIRED | RETURN CODES* | Please provide a reason for the return

A01 – Order shipped incorrectly A02 – Duplicate order A03 – Wrong product or power A04 – Patient cancellation	A05 – RX changed A06 – Changing out stock A07 – Damaged by courier A99 – Other: Please describe: _____
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Return Details							
Product Name	Pack Size	Qty	Return Code*	Product Name	Pack Size	Qty	Return Code*
TOTAL Packs				TOTAL Packs			

If total number is 15+ packs, please obtain a 'Return Authorization' number from your Sales Representative.

RETURN AUTHORIZATION:

A CREDIT CONFIRMATION WILL APPEAR ON YOUR NEXT STATEMENT

JOHNSON & JOHNSON VISION (JJV) RETURN POLICY

- JJV will accept and credit returned product provided the product is received in its original packaging (including for open boxes).
- Credit will not be issued for any product received beyond the product expiration date printed on the box.
- If JJV product is damaged in transit or an incorrect quantity or parameter is shipped to the customer, JJV will facilitate returns of and issue replacement for the product.
- All products received that do not meet these criteria will be destroyed and no credit will be issued.

* To return product, use the ACUVUE® Return Form. The reason for returning product must be provided. The form can be obtained from Customer Service at [1-800-267-5098](tel:1-800-267-5098) or via e-mail jjvisioncare@its.jnj.com. Upon receipt of the returned product by Johnson & Johnson Vision, a credit will be issued based on the original purchase price of the product.

RETURNS ADDRESS

Johnson & Johnson Vision
c/o GFL Environmental Services Inc.
76 Wentworth Court
Brampton, ON L6T 5M7

(Please DO NOT include payment cheques with Returns)

All Products

Daily Disposable	Pack Size	Reusable	Pack Size
1-DAY ACUVUE® MOIST	30 or 90 pack	ACUVUE® OASYS 2-Week	12 or 24 pack
1-DAY ACUVUE® MOIST for ASTIGMATISM	30 or 90 pack	ACUVUE® OASYS for ASTIGMATISM	6 pack
1-DAY ACUVUE® MOIST MULTIFOCAL	30 or 90 pack	ACUVUE® OASYS MULTIFOCAL	6 pack
1-DAY ACUVUE® DEFINE® NATURAL SHINE®	30 pack	ACUVUE® OASYS with Transitions™	6 or 25 pack
1-DAY ACUVUE® DEFINE® ACCENT	30 pack	ACUVUE® VITA®	6 or 12 pack
1-DAY ACUVUE® DEFINE® VIVID	30 pack	ACUVUE® VITA® for ASTIGMATISM	6 pack
ACUVUE® OASYS 1-Day	30 or 90 pack		
ACUVUE® OASYS 1-Day for ASTIGMATISM	30 or 90 pack		
ACUVUE® OASYS MAX 1-Day	30 or 90 pack		
ACUVUE® OASYS MAX 1-Day MULTIFOCAL	30 or 90 pack		
ACUVUE® Theravision®	30 pack		
1-DAY ACUVUE® TruEye®	30 or 90 pack		

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