



COMMITTED TO QUALITY

Johnson & Johnson Vision Care, Inc. products are warranted against defects in materials and workmanship. If, after opening a factory-sealed blister pack, the lens is found to have a workmanship or material problem, JOHNSON & JOHNSON VISION CARE, INC. WILL REPLACE THE LENS. EXCEPT FOR THE EXPRESSED WARRANTY STATED ABOVE, JOHNSON & JOHNSON VISION CARE, INC.

DISCLAIMS ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. The expressed warranty and remedy provided are exclusive and in lieu of all other warranties and remedies by law. This warranty is extended only to the original purchaser from Johnson & Johnson Vision Care, Inc.



CUSTOMER POLICY

The Johnson & Johnson Vision Care ("JJVC") Customer Policy is designed to promote patient health through the responsible and safe distribution of its contact lenses. Please review the entire Customer Policy on www.jnjvisionpro.com.

JJVC Products will only be sold through Qualified Professionals and Retailers that sell only to end-users based on a valid prescription, in compliance with all

applicable laws and regulations regarding the sale and dispensing of contact lenses and the JJVC Diagnostic Lens Policy set forth below. JJVC reserves the right to commission annual audits of Qualified Professionals and Retailers to assess compliance with legal obligations, diagnostic lens policy, and any territorial restrictions.

JJVC reserves the right to terminate a Qualified Professional or Retail Account that violates this Policy, or place the Account on the JJVC "Do Not Sell" list.



RETURNS

Johnson & Johnson Vision Care, 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 blister packs are unable to be processed.

For a copy of the returns form and instructions, please visit www.jnjvisionpro.com. (up to 15 boxes).

For returns of more than 15 boxes, please contact your Johnson & Johnson Vision Care, Inc. sales representative.



PAYMENT

Johnson & Johnson Vision Care, Inc. accepts all major credit cards.

Please visit the Order Center on www.jnjvisionpro.com to enroll in automatic credit card billing, review your invoices and statements, or pay your monthly balance.

Other payment options:

- E-payment Order Center (www.jnjvisionpro.com)
- E check- checking account
- Credit cards- Visa, Mastercard, & American Express
- Money order - send payment to Lockbox

Payment is due on the 15th of each month.

CUSTOMER INFORMATION GUIDE

DELIVERY OPTIONS

**All orders will be processed next day*



	Standard (3-5 business days)	2nd Day (cost per 25 mpks)	Overnight (cost per 25 mpks)
Office Orders	Orders totaling \$75 or more: FREE Orders totaling less than \$75: \$6.95	\$7.95	\$10.00



	Standard (5-7 business days)	2nd Day	Overnight
ACUVUE® Home Delivery	Annual Supply: FREE Less than annual supply: \$6.95	\$9.95	\$13.95

Only 12 boxes (30 count) or 4 boxes (90 count) are needed to qualify for free shipping via ACUVUE® Brand Home Delivery.



DIAGNOSTICS

Diagnostic Lenses are only intended for trial fitting of appropriate candidates, or for the occasional replacement of torn or lost lenses. Absent express consent from Company, Qualified Professionals and Retailers may not (a) sell Diagnostic Lenses, (b) substitute Diagnostic Lenses for Revenue Lenses, or (c) give Diagnostic Lenses away at no charge as Product promotions for replacement contact lens sales.



How to Contact



Billing questions:
Johnson & Johnson Vision Care, Inc.
Accounts Receivable
1-800-876-0776

Product quality, warranty or medical inquiries:
Customer Relations
1-800-843-2020

Fitting Assistance:
1-877-334-EYES (3937)

Rebate questions:
Hello World
1.888.998.6290

All other inquiries:
Customer Service
1-800-874-5278



How to Order

Web: www.jnjvisionpro.com
Order Center

Phone: 1-800-874-5278
(Mon-Fri, 8am-7:30pm EST)