

# Bausch + Lomb 90-Day Money Back Guarantee

Effective January 1, 2023

Bausch + Lomb is confident that you will be fully satisfied with the Bausch + Lomb contact lenses your eye care professional has chosen for you.

**If, for any reason, you are not satisfied with your Bausch + Lomb contact lenses, you may return opened boxes directly to Bausch + Lomb for a refund.\* You must complete all of the steps and provide all of the information outlined below using this form to be eligible for a refund. The return must be received by Bausch + Lomb within 90 days from the date of purchase. This offer is not valid if you have redeemed a Bausch + Lomb contact lens rebate/reward offer within the calendar year.**

**Unopened boxes must be returned to the original place of purchase for refund or exchange under the policies of the seller.**

\*Certain limitations, requirements, terms and conditions apply. See the remainder of this form for details.

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ ZIP Code \_\_\_\_\_

Age \_\_\_\_\_ Gender M/F

Phone Number \_\_\_\_\_

Email \_\_\_\_\_

\_\_\_\_ I agree that Bausch + Lomb may contact me via email to provide information on eye care products that may be of interest to me.

## What brand of Bausch + Lomb contact lenses are you returning?

- ☐ Bausch + Lomb ULTRA®
- ☐ Bausch + Lomb ULTRA® For Astigmatism
- ☐ Bausch + Lomb ULTRA® For Presbyopia
- ☐ Bausch + Lomb ULTRA® Multifocal for Astigmatism
- ☐ INFUSE® SVS
- ☐ Biotrue® ONEday
- ☐ Biotrue® ONEday for ASTIGMATISM
- ☐ Biotrue® ONEday for PRESBYOPIA
- ☐ PureVision®
- ☐ PureVision® Multi-Focal
- ☐ PureVision®2
- ☐ PureVision®2 For Astigmatism
- ☐ PureVision®2 For Presbyopia
- ☐ SofLens®38
- ☐ SofLens® daily disposable
- ☐ SofLens® Multi-Focal
- ☐ SofLens® Toric For Astigmatism
- ☐ Other \_\_\_\_\_

## Why are you returning your Bausch + Lomb contact lenses?

- ☐ Vision is not as good as other contact lens brands
- ☐ Comfort is not as good as other contact lens brands
- ☐ The lens is more difficult to handle than other contact lens brands
- ☐ Price is higher than other contact lens brands
- ☐ Other (please specify): \_\_\_\_\_

## What brand of contact lenses, if any, were you wearing before you purchased Bausch + Lomb contact lenses?

\_\_\_\_\_

## What will be your chosen form of vision correction?

- ☐ I will return to my previous contact lens brand
- ☐ I will try a new brand of contact lenses
- ☐ I will no longer wear contact lenses
- ☐ LASIK surgery
- ☐ Eyeglasses only

## You must complete the following steps within 90 days from the date of purchase to receive your refund:

### 1. Complete this form and include the completed form with your returned opened boxes of contact lenses.

For Bausch + Lomb ULTRA®, Bausch + Lomb ULTRA® For Astigmatism, Bausch + Lomb ULTRA® Multifocal for Astigmatism, Bausch + Lomb ULTRA® For Presbyopia, PureVision®, PureVision® Multi-Focal, PureVision® Toric For Astigmatism, PureVision®2, PureVision®2 For Presbyopia, SofLens®38, SofLens® Multi-Focal, SofLens® Toric For Astigmatism lenses, a maximum of 2 opened boxes each with a minimum of 3 unopened blisters per box are eligible for return and refund.

For 90-packs of Biotrue® ONEday, Biotrue® ONEday for Presbyopia, Biotrue® ONEday for Astigmatism, SofLens®, and INFUSE® SVS daily disposable lenses, a maximum of 2 opened boxes with a minimum of 30 unopened lens blisters per box are eligible for return and refund.

For 30-packs of Biotrue® ONEday, Biotrue® ONEday for Astigmatism and Biotrue® ONEday for Presbyopia lenses, a maximum of 2 opened boxes with a minimum of 10 unopened lens blisters per box are eligible for return and refund.

# Bausch + Lomb 90-Day Money Back Guarantee

Effective January 1, 2023

**2. You must include an itemized receipt for the purchase of lenses you are returning with submission to verify Bausch + Lomb contact lens purchase.**

**3. Mail to:**

BAUSCH + LOMB® horizon rewards  
Contact Lens Claims  
PO Box 522925  
Miami, FL 33152-2925

**4. Please allow 6-8 weeks for delivery of your reimbursement check and keep a copy of your paperwork for your records.**

**5. Unopened boxes must be returned to the original place of purchase for refund or exchange under the policies of the seller.**

Lenses returned under the 90-Day Money Back Guarantee that do not meet the above criteria will not be refunded.

Should you have any questions about your Bausch + Lomb contact lenses, please contact Consumer Affairs at 1-800-553-5340.

## Terms & Conditions

Product must be purchased before 12/31/2023. Maximum value of reimbursement equals U.S. \$150.00 for all opened boxes. Claims must be received within 90 days of purchase date. Last valid date of purchase: 12/31/2023. Limit one reimbursement claim per person per calendar year. The limitations and procedures set forth on the form above apply to all returns and must be fully complied with. **This offer is not valid if you have redeemed a Bausch + Lomb contact lens rebate/reward offer within the calendar year.** Allow 6-8 weeks for delivery. Returns of opened boxes must not be made to your eye care practitioner or eye care office. Fraudulent submission could result in federal prosecution under the U.S. Mail Fraud Statutes. Not responsible for lost, late or undelivered responses. Lenses will not be returned to patient once they have been submitted for refund. Bausch + Lomb reserves the right to modify or cancel this program at any time without notice or deny reimbursement where fraud is suspected.

**NOTICE TO CONSUMERS: If you or your doctor filed a claim for reimbursement from a third party payer (e.g., insurance company, employer group, etc.) for the purchase of this product, you must notify your payer about this refund.**