RETURN POLICY

*ALL LENSES MUST BE RETURNED IN THE ORIGINAL PACKAGING AND LABELING
*RETURNS DUE TO ERRORS CANNOT BE ACCEPTED ONCE LENSES ARE OPENED OR MARKED
*NO RETURNS ON LENSES THAT ARE EXPIRED OR WITHIN ONE YEAR OF EXPIRING
*NO RETURNS ON MARKED BOXES OR BOXES WITH STICKERS
*PRODUCTS MISSING THE RX FLAP OR UPC ARE NOT ELIGIBLE FOR CREDIT
*ALL ELIGIBLE VIAL LENSES, OPENED/DEFECTIVE, MUST BE IN ORIGINAL VIAL AND HYDRATED
*ANY DISPUTE OR ERRORS MUST BE REPORTED WITHIN 45 DAYS OF ISSUED CREDIT
*UP TO 20% RESTOCKING FEE MAY BE CHARGED TO APPROVED RETURNS
*IN ACCORDANCE WITH THE FDA MEDICAL DEVICE POLICY AND THE MANUFACTURER DIRECT TRADE POLICIES, WVA WILL APPROPRIATELY DESTROY ALL REJECTED RETURNS
*ON ORDERS THAT RECEIVED FREE FREIGHT AND ARE THEN RETURNED, THE VENDORS RESERVE THE RIGHT TO CHARGE THE FREIGHT AMOUNT BACK TO YOUR ACCOUNT

ALCON
ALL RETURN PRODUCT TO WVA MUST BE UNOPENED AND UNMARKED.
* Discontinued, expired, damaged, or defaced product is not eligible for credit.

BAUSCH & LOMB
ALL RETURN PRODUCT TO WVA MUST BE UNOPENED AND UNMARKED.
* Discontinued, expired, damaged or defaced product is not eligible for credit.
* There is a 90-day warranty from date of purchase. Warranted lenses are the Optima Toric Vial and the Silsoft Vial.
* Defective lenses can be returned by patient (not practitioner) within 90 days of purchase and get a full refund under B+L’s Satisfaction Guarantee program. The following requirements must be met in order to receive credit.
  1. Lenses returned under this program must be accompanied by a completed Patient Satisfaction Lens Guarantee Return Form with a valid invoice number & patient receipt indicating original purchase date.
  2. Opened boxes MUST contain at least 3 unopened blisters.
  3. Unopened boxes must be returned to the original place of purchase for refund or exchange under the policy of the seller.
  4. Mail to: Bausch + Lomb Patient Satisfaction Guarantee PO Box 15127 White Bear Lake, MN 55115-5127
   - Keep a copy of their paperwork for their own records.
   - All terms and conditions apply.

CLEARLAB
ALL RETURN PRODUCT TO WVA MUST BE UNOPENED AND UNMARKED.
* Discontinued, expired, damaged or defaced product is not eligible for credit.
* Opened Clearcolor products are no longer returnable unless defective.
* Phantom Vials cannot be returned opened. Phantom lenses that are defective can follow the Defective Lens Policy below.

Defective Policy: Defective product is only eligible for replacement or credit after inspection by CLEARLAB. If determined defective, a replacement or credit will be issued.

RETURNS ARE THE RESPONSIBILITY OF THE SENDER. WVA IS NOT RESPONSIBLE FOR LOST MAIL. PLEASE USE PROPER PACKAGING WHEN RETURNING.

COOPERVISION
ALL RETURN PRODUCT TO WVA MUST BE UNOPENED AND UNMARKED.
* Discontinued, expired, damaged or defaced product is not eligible for credit.
* No opened boxes (implemented February 2019).
* Proclear Toric XR is unable to be returned or exchanged.

Hydrasoft return policy: single lenses are fully warranted up to 100 days from purchase. Three Packs cannot be returned or cancelled for any reason once order is placed with WVA. IT IS STRONGLY RECOMMENDED THAT YOU UTILIZE THE SINGLE LENS AS A TRIAL TO FINALIZE THE FIT BEFORE ORDERING THE REMAINING THREE.
* All products deemed defective may be sent back for exchange or credit.

LOMBART
* Please see Unilens policies below for Lombart lens warranties.

MENICON
ALL RETURN PRODUCT TO WVA MUST BE UNOPENED AND UNMARKED.
* Discontinued, expired, damaged or defaced product is not eligible for credit.

OPTICAL CONNECTION
ALL RETURN PRODUCT TO WVA MUST BE UNOPENED AND UNMARKED.
* Discontinued, expired, damaged or defaced product is not eligible for credit.

SPECIAL ORDER ITEMS
* Items considered special order may not be returned without prior approval from WVA.

Example: Custom Order Frames, Pharmaceuticals, Supplies, and Equipment.

If you have lenses that do not adhere to this policy, we recommend that you contact the manufacturer directly.
UNILENS

ALL RETURN PRODUCT TO WVA MUST BE UNOPENED AND UNMARKED.

* Discontinued, expired, damaged or defaced product is not eligible for credit.
* Custom products may not be returned unless defective (this does not include trials). See Defective Policy below.
* 4 pack and 3 pack torics are not under warranty and cannot be returned for credit. NOTE: Once a multi-pack has been ordered, single lenses become non-returnable.

Defective Policy:
Defective lenses must be returned within 90 days from purchase. Upon inspection from Unilens, if the lens is found defective, it will be replaced with a lens of the same parameter. If the lens is found not defective, it will be returned and no credit will be issued.

Performance Warranty:
There are specific warranties provided for specific lens styles. Reference the current Products and Parameters Pricing brochure available from Unilens that describes which lens styles or replacement costs.

Exchanges:
Warranted Standard Lenses have unlimited free exchanges within 90 days of the original invoice. Warranted Custom Lenses have a $40 charge for each lens exchanged. Lombard lenses may incur a $15 charge for each lens exchanged. Torn lenses for warranted styles will be replaced at no charge within 90 days of invoice date with an identical lens.

Cancellations (all cancellations are subject to returns conditions above):
Warranted standard lenses and custom lenses may be returned within 90 days of original invoice. Credit will be issued at the cost on the original invoice. Planned Replacement Lenses with a warranty may be cancelled within 120 days of original invoice date. For full credit, only one lens per eye maybe opened with the remaining lenses returned factory sealed. (EMA, Unilens, and C-Vue 55 Multifocal).

Custom Diagnostic Lens Fitting Charge:
$20 fitting charge for Unilens custom diagnostic lenses. If the patient has a successful fit, and orders an annual supply, the fitting charge will be deducted from their annual supply order. The trial lens is warranted. Therefore, if the lens does not work for the patient, it can be returned, and the $20 will be credited. If the first trial ordered does not work for the patient, the account is able to return and exchange for a new power, free of charge. If a third try is necessary, an additional $20 will be charged.

VISTAKON

ALL RETURN PRODUCT TO WVA MUST BE UNOPENED AND UNMARKED.

* Discontinued, expired, damaged or defaced product is not eligible for credit.

X-CEL/WESTCON SPECIALTY CONTACTS

ALL RETURN PRODUCT TO WVA MUST BE UNOPENED AND UNMARKED.

* Discontinued, expired, damaged or defaced product is not eligible for credit.

* Warranted Lenses can be exchanged as necessary for up to 120 days from the original date of invoice and must be returned in a lens case, hydrated.
* Warranted Lenses are covered for exchanges only. Lenses can not be cancelled once ordered.
* Non Warranted Lenses can not be exchanged, returned, or cancelled once ordered.

X-CEL SPECIALTY CONTACTS

ALL RETURN PRODUCT TO WVA MUST BE UNOPENED AND UNMARKED.

* Discontinued, expired, damaged or defaced product is not eligible for credit.
* TORiColors Return Policy: Returns or exchanges are not accepted but are fully warranted against defects in workmanship.
* Extreme H2O Toric XRP Return Policy: Returns or exchanges are not accepted but are fully warranted against defects in workmanship.

VISTAKON

ALL RETURN PRODUCT TO WVA MUST BE UNOPENED AND UNMARKED.

* Discontinued, expired, damaged or defaced product is not eligible for credit.

VTI

ALL RETURN PRODUCT TO WVA MUST BE UNOPENED AND UNMARKED.

RETURNS ARE THE RESPONSIBILITY OF THE SENDER. WVA IS NOT RESPONSIBLE FOR LOST MAIL. PLEASE USE PROPER PACKAGING WHEN RETURNING.

If you have lenses that do not adhere to this policy, we recommend that you contact the manufacturer directly.
OPHTHALMIC STOCK LENSES

Returns
- Only products purchased directly from WVA may be returned.
- Merchandise returned for credit must be returned within 30 days of purchase date.
- Please include the Original Invoice number.
- Returned merchandise must be in the original packaging, must be free from personal markings, un-edged/uncut, and in resellable condition.
- WVA will not accept responsibility for packages that are lost or mishandled by a carrier.
- Edged or tinted lenses cannot be returned for credit unless covered by a warranty (See below).
- Merchandise deemed non-returnable will not be credited.

CRIZAL WARRANTY
Lenses coated with Crizal® Family coating are under warranty for two years.
- Both the original and replacement lenses must be of the same prescription.
- Please return the following:
  - Both the Original and replacement Invoice numbers
  - Original lenses placed inside the replacement envelopes

SOMO OPTICAL WARRANTY
- SOMO Optical provides a one-year Manufacturer’s Defects Warranty. Lenses returned to SOMO Optical that have been edged, tinted, coated, or surfaced, do not fall within the guidelines of our return policy.
- All lenses must be returned in SOMO Optical envelopes/packaging.
- Hard Coated: SOMO stock lenses scratch warranty is for ONE year from the date of invoice. We will replace the lens or credit the account at 100% of the current account lens price. Any coating alterations will void warranty on lens.
- Anti-Reflective Coated: SOMO stock AR coated lenses are guaranteed for ONE year from the date of the invoice. We will replace the lens or credit the account at 100% of the current lens price. Any coating alterations will void warranty on lens.

Miscellaneous Returns:
- Lens alterations, doctor errors, lens remakes, lens-edging errors, tinting errors, RX changed, --ARE NOT- covered by Manufacturer Defects Warranty.

ZEISS WARRANTY
Warranty and Replacement:
Scratch Warranty
WVA will honor a one-time replacement for lens scratches under normal patient use in the original frame with the original prescription within 365 days of the original order.
Abused lenses or lenses scratched during processing are not covered. WVA will issue a one-time credit for the original lenses after the customer purchases replacement lenses and with the following conditions.
- Both the original and replacement lenses must be the same prescription.
In order to receive credit, please return the following:
- Invoice for the replacement lenses
- Original lenses placed inside the replacement lens envelopes

Anti-Reflective Warranty
The Premium ZEISS (DuraVision Platinum, DuraVision BlueProject, DuraVision Silver) AR coating and the HMCX AR coating are warranted for 24 months, from the date of the original invoice under normal wear and tear conditions. A one-time replacement order must be for the original Rx and within the warranty period.
All other Carl Zeiss Vision AR coatings are warranted for 1 year under normal wear with a one-time replacement.
Lenses that are abused, extremely scratched, chipped, broken, or damaged during processing are not covered under this warranty. WVA will issue a one-time credit for the original lenses after the customer has purchased replacement lenses with the following conditions:
- Both the original and replacement lenses must be the same prescription.
In order to receive credit, please return the following:
- Invoice for the replacement lenses
- Original lenses placed inside the replacement lens envelopes

RETURNS ARE THE RESPONSIBILITY OF THE SENDER. WVA IS NOT RESPONSIBLE FOR LOST MAIL. PLEASE USE PROPER PACKAGING WHEN RETURNING.

If you have lenses that do not adhere to this policy, we recommend that you contact the manufacturer directly.