



Crizal Satisfied or Exchanged Guarantee

1 September 2009 – 31 December 2009

Claim & Return Form

Practice Name

Date

Phone Number

Account Code

Cartnote No

Order No

Patient Name

Reference

Date of collection

Description of product being returned

Reason for patient return of Crizal lenses

Patient Signature

Date

Eye-care professional Signature

Date

Conditions:

1. This claim form must accompany the returned Crizal product with a copy of your customer's proof of purchase.
 2. If a patient is not completely satisfied with the Crizal component of their eyewear, fill out this Claim & Return form and send to the Laboratory the lenses were originally ordered from.
 3. Patient must state the reason for return and sign the above form.
 4. Eye-care professional must also sign the above form.
 5. This 'Satisfied or Exchanged' guarantee is applicable to the Crizal component only. It does not cover:
 - a. Progressive lenses non-adapt – (This is covered by Essilor's regular non-adapt warranty)
 - b. Frames
 - c. Incorrect prescription or ordering.
 6. If your customer is not happy with the Crizal lenses performance, exchange for a hard coated pair in the same prescription, design, index and frame from Essilor New Zealand.
 7. The patient must return to your practice within 90 days from collection of the original pair of lenses.
- It will take approximately 3 – 7 days for you to receive a replacement pair of HC lenses.
 - You will be credited the cost of the original Crizal lenses.
 - You will be charged for the replacement pair of HC lenses.

