

BAUSCH + LOMB

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FAQ's

What is the advantage of ordering on www.blsurgicalonline.com?

To give customers 24 hour access to account information and order placement.

Who are the intended users?

All approved Bausch + Lomb customers who have an existing surgical account number.

How can I access the online ordering web site using my current Bausch + Lomb Surgical account number?

You must register by using your B+L 8 digit surgical account number. Select the **Register Now** button on the login page. Fill in the appropriate account information and select **Submit Registration**. You will receive a response within 24 hours.

What features and benefits does Online Ordering offer?

- 24/7 availability
- You can Bill, Bill & Replace, Add Consignment lenses, Direct Purchase and Consignment Surgical Bundled Packs.
- Check pricing and real-time product availability before Check Out
- Select from multiple ship to addresses if applicable
- Choose from standard, overnight or Saturday delivery options
- Obtain automatic order confirmation on-screen
- Obtain automatic order and ship confirmations via email
- Track Orders and proof of shipment deliveries
- View a complete record of your previous orders, including those made by phone or fax
- View your consignment inventory

Where do I sign up?

Please visit www.blsurgicalonline.com and register your account.

What products are NOT available for ordering on the site?

Capital equipment including Millennium, Stellaris and Stellaris PC.

What if a customer has a question?

Please contact one of the following:

Cindy Perez: 800-531-2020 Ext: 5624

Email: Cindy.Perez@bausch.com

Carolina Flores: 800-531-2020 Ext: 5645

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**orders placed after 6:00 pm Eastern Time will ship the next day*