

## Return Goods Policy

**Customer Service: 800-338-2020 (6:00AM –4:00PM PST)**

**Customer Service: Fax # 800-362-7006**

**Email Address: [BLReturns@Bausch.com](mailto:BLReturns@Bausch.com)**

- All returns require a “Return Materials Authorization Number” (RMA Number) prior to return of the product. Contact Customer Service at 800-338-2020. This RMA number should be clearly marked on the outer package and on any paper work accompanying your return. Please use this number to refer to any inquiries concerning your returned product. RMA numbers are good for 15 days from date of issue.
- All approved products must be returned unused in original packaging within 60 days of invoice date, and must be salable to be eligible for credit (e.g., no stickers, labels, writing or markings of any kind).
- Product returns are subject to a 20% restocking fee. (Customer pays freight on all returns.)
- Instruments returned after 30 days, but within 60 days will receive full credit to be applied towards a future purchase.
- Products returned after 60 days of invoice date will not receive credit and products will be returned to the purchaser, with shipping charged to the purchaser.

### Products Indicated Below Are Not Eligible For Credit:

Instruments used and previously sterilized  
Damaged, abused, or custom engraved instruments  
Custom manufactured or modified instruments  
Diamond Knives  
Discontinued instruments  
Disposable Products, Viscoelastics, Optisol

**Custom Packs:** Bausch + Lomb offer its customers the opportunity to purchase a number of ophthalmic surgical Products through our custom pack program. Due to the special nature of this program and the investment made on a customer-by-customer basis, custom packs are not returnable.

### Contracted Product:

**FOR PRODUCTS UNDER CONTRACT, PLEASE REFER TO YOUR CONTRACT TERMS & CONDITIONS.**

**For Instrument Repairs: Contact our Instrument Repairs Department: 800-658-4751 (7:00AM-3:30PM Central Time)**

### **Return Addresses:**

#### Cataract & Retina Products:

**Bausch + Lomb Surgical Returns, 3375 Tree Court Industrial Blvd., St. Louis, MO. 63122**

#### Refractive Products (Blades, Treatment Cards and Patient Interface Kits):

**Bausch + Lomb Refractive Returns, 3345 Tree Court Industrial Blvd. St. Louis, MO. 63122**

All terms and conditions are subject to change without notice.

Effective: July 2017