

Bausch + Lomb (South Africa) Product Returns and Credit Policy

Lenses 2011

Bausch + Lomb (SA) are constantly assessing its business practices to ensure that you the customer get the Service levels that you would expect from a Global company. It is with this commitment in mind that we reviewed our Returns and Credit Policy **for Lenses 2011**.

In order for us to streamline our returns process and provide you with efficient service, please take note of the implementation of the Bausch + Lomb (SA) Return Policy and procedure for Bausch+Lomb Lens Products as of 1 October 2011.

Please be advised that the returns procedure below excludes Medicines Control Council (MCC) registered and scheduled pharmaceutical medicines and lens care solutions. These are covered in a separate policy (Refer Returns and Credit Policy for Lenscare + Pharmaceutical Division 2011)

In future please follow the following procedure for the return of Bausch + Lomb (SA) lens products:

1. Once your order has been dispatched from the Bausch + Lomb warehouse we can no longer cancel the order.
2. No products will be taken back for credit unless Bausch + Lomb have supplied incorrect product and/or quantity or short dated and damaged products or shipped goods incorrectly.
3. A copy of the **original invoice** must accompany all returned products and the credit will be processed on the original invoice value of goods returned.
4. Duplicate orders, Incorrect Scripts, Customer Errors, and Dispatched Cancelled Orders may be returned for credit **but a delivery surcharge of R50.00 will be applied on these orders.**
5. Please ensure that returned products are in a **re-saleable condition** with an **acceptable shelf life** as stock that has been priced, marked, damaged or is short dated and expired will not be credited. Returned stock must be packed in a manner to ensure that the stock integrity will not be damaged in transit back to our warehouse as damaged stocks in an unsaleable condition and will not be credited. No products returned by the postal service will be credited.
6. **Sealed Exchanges** will be allowed for contact lenses within **12 months** of **original invoice** provided that the stock being exchanged is within **8 months** of expiry date for monthly replacement lenses and **5 months** for daily lenses. (Refer to Appendix 1- Acceptable Shelf Life for Bausch + Lomb Lens Products). Sealed Exchanges will only be processed on accounts that have stockholding contracts in place..
7. A **“Sealed Swap”** of stock will be allowed on accounts where we have no contracts in place within **12 months** of the **original invoice** on condition that the original invoice is referenced in the transaction and that the stock being exchanged is within **8 months** of expiry date for monthly replacement lenses and **5 months** for daily lenses. (Refer to Appendix 1- Acceptable Shelf Life for Bausch + Lomb Lens Products

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8. **Pricing Claims** -should product be delivered at a price that differs from the original price list contract or quoted promotional price, a claim can be lodged based on signed documentation and confirmation from B+L management. Negotiated Stock Clearance deals on short dated stocks are nor returnable for credit.
9. A request for credit must be made within 7 days of receipt of the order.
10. Bausch + Lomb request that you check the contents of your shipment within 24 hours of receipt of the goods. Kindly inform our Customer Service department within 24 hrs, if you have received goods in error, received damaged goods or incurred any problems and we will gladly assist to resolve the matter as quickly as possible.
11. Should you wish to return any goods, please contact our Customer Service Department and request a Stock Upliftment Request (SUR) Form which will be faxed to you for completion. Please ensure the SUR is completed accurately before sending the form by fax/email back to our Customer Service department for authorization.
Customer Service Fax – 011 372 5605
Customer Service Email – ordersa@bausch.com
Should you have any further queries, please contact us on 011 372 5600.
12. Our Customer Services Department will complete an RMA form and action the necessary approval with the Commercial Manager.
13. Once the approval has been obtained, Customer Services will arrange for the upliftment of the authorized goods for credit with yourself and the Bausch + Lomb (SA) contracted courier service.
14. Please be advised that no goods returned to the Bausch + Lomb (SA) warehouse will be credited without compliance to the proper process and prior approval as stipulated above.
15. Please note that if a request to uplift goods is authorized and our courier service arrives at your store and there is no stock to return, a R50 handling fee will be charged for the cost incurred.

General Information:

Please take note of the following:

a. Stock Shortages

We have implemented new checking procedures and systems at our warehouse and all precautions are taken to ensure that the correct quantity of stock is supplied as detailed on the invoice.

- We **strongly recommend** that **all** deliveries are received against the invoice with the courier or driver present and that the invoice is endorsed with a detailed description of any discrepancy and signed at delivery to avoid queries and delay in processing.
- Random triplicate checks are done at the warehouse to ensure that all goods ordered are included in the delivery.
- Stock is sealed with tamper proof tape advising customers to contact us if the stock has been tampered with or if the seal is broken.

Should a claim for shortages be lodged, B+L (SA) will check our stock on hand in the warehouse to establish if there is excess stocks of the item been claimed. If there is no excess stock, further investigation into the matter will be required before a claim can be authorised.

b. An Official Product Recall due to Quality Assurance concerns

All Bausch + Lomb products are manufactured according to the strictest international quality standards. In the unlikely event that a Product Recall should occur, it will be specific to the situation and will be handled and communicated in the appropriate and timely manner

c. Overstocks and Expired Stocks

It is the responsibility of the customer to monitor and manage stock holdings and order quantities to ensure they are not “overstocked.”

Expiry dates are to be monitored and the necessary First- Expiry-First-Out (FEFO) or other stock rotation principles must be applied on stock in the stores.

Poorly managed and monitored stock cannot be returned for credit.

d. Contact Lenses Returned for Analysis

Please note that this process is handled by our Professional Services Manager and should a lens be found to be faulty once the analysis has been made the decision to replace the lenses will rest with him/her based on the analysis completed.

e. Documentation and Credit Process

It is important to remember that Bausch + Lomb (SA) cannot pass a credit on your account without the correct and original documentation. This must accompany all stock that is being returned. The returned stock must match the detail on the original invoice.

- All credits will be processed at the original invoiced value .All pricing will remain on the Bausch,Lomb (SA) system until such time as all processes as set out above have been completed.
- No invoice exchange by customers will be allowed.
- No marked, defaced and damaged stock will be returned for credit.
- It is advisable to order a regular supply of well- dated stock instead of large quantities that are at risk of expiring on the shelf.
- All stock uplifts will be carried out within 7 days of delivery in town areas and 14 days in rural or outlying areas
- Undamaged returned stock must be packed in a manner where the stock will not be damaged in transit back to our warehouse as damaged stocks in an unsaleable condition will not be credited.

Deryn Roberts

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Appendix 1: Acceptable Shelf Life for Bausch + Lomb Lens Products from ExpiryDates

Product Information	Acceptable Shelf Life
Optima FW	NO RETURNS
Optima Toric	NO RETURNS
PureVision Range (6 packs)	8 months
SilSoft	8 months
SofLens 38	8 months
SofLens 66	8 months
SofLens 66 Toric	8 months
SofLens Comfort	8 months
SofLens Multi-Focal	8 months
SofLens Natural Colors	5 months
SofLens One Day 10 pack	5 months
SofLens One Day 30 pack	5 months
SofLens One Day 90 pack	5 months