

# ESSILOR PERSONALISED GUARANTEE

## DIRECT CLAIM FORM

Please complete all sections and return to Essilor Personalised Lens Guarantee claims, Essilor Ltd, Cooper Road, Thornbury, Bristol, BS35 3UW, along with the original order and Varilux guarantee card (for Varilux lenses).

### OPTICIAN DETAILS

Practice name:

Account No.

Practice address:

Contact name:

Postcode:

Telephone:

Original batch No.

Order No.

Reference:

### PATIENT DETAILS

Patient reference:

Date of order:

Lens type  
*(please specify the design)*

Frame fit

AVA

Near Vision Behaviour

Eyecode

### REASON FOR CLAIM

#### Total patient satisfaction guarantee

Non adaptation

Patient unhappy

Please go to the More information section

#### Loss and breakage guarantee

Patient has lost his/her spectacles

Patient has broken his/her spectacles

Please go to the Replacement order form section



# MORE INFORMATION

## NON ADAPTATION REASON FOR RETURN

Please ensure you have followed the decision tree on page 24 of your product information guide

Difficulty with:  Near  Intermediate  Distance

Problem with:  Limited field  Blur  Poor V/A  Head posture  
 Swim/sway  Other (Please state) .....

Previously wore:  PAL (Please specify design) .....  
 Bifocal  SV  Nothing

## NON ADAPTATION DECLARATION

- I agree that the non tolerance is not as a result of incorrect prescription
- I agree that the non tolerance is not as a result of incorrect varifocal measurements
- I agree that the non tolerance is not as a result of incorrect glazing
- I agree that the non tolerance is not as a result of incorrect ordering
- I have followed the Essilor decision tree

## REASON FOR RETURN (Patient dissatisfaction)

Coating  Lens thickness  Quality of vision  Tint colour

Other (please specify)

# REPLACEMENT ORDER FORM

## NEW ORDER FOR PATIENT (FOR LOST OR BROKEN LENSES)

Lens type: *(please specify the design)*

Material:

Tint:

## PRESCRIPTION

	+/-	Sph	+/-	Cyl	Axis	Add	Prism	
							POWER	DIRECTION
R								
L								

	PDs	Heights	Personalised lenses			
R			NEAR VISION BEHAVIOUR			
			INITIALS	ERC-d R	DIHEDRAL ANGLE	
L			HEAD CAPE		ERC-d L	PANTOSCOPIC ANGLE
			PROGRESSION LENGTH	DOMINANT EYE	READING DISTANCE NEAR ZONE INSET	VERTEX DISTANCE

Frame enclosed for FOC glazing

Uncuts required

## DECLARATION

I agree to the terms and conditions of the Personalised lens guarantee scheme as advertised and enclose the broken Personalised lenses along with the original order

Optician name:

Optician signature:

Date:



# Total Patient Satisfaction Guarantee on Personalised Lenses

This guarantee applies to purchases of Frame fit (f-360° / E2), Near Vision Behaviour, Eyecode and AVA lenses. If your patient isn't 100% happy with their pair of Personalised Lenses we will refund you the price of the Personalised Lenses by way of a credit to your account. This guarantee starts from the Dispatch Date of the Personalised Lenses to you and extends for a period of 14 months.

## 1. When does this guarantee apply?

- The lenses must have been collected and worn by the patient;
- This guarantee is valid for Frame fit (f-360° / E2), Near Vision Behaviour, Eyecode and AVA lenses only purchased in the UK or the Republic of Ireland from Essilor.
- If the patient is not satisfied with their Personalised Lenses for any reason (including if they experience non adaptation), they may return the Personalised Lenses (along with their proof of purchase) to your practice provided that they do so within 12 months of the Collection Date.
- You have 14 months from the Dispatch Date of the Personalised Lenses from Essilor to you to return the lenses to Essilor.
- You will notify your patient of the end date of the guarantee (which shall be 12 months from the Collection Date) and will also notify them that this guarantee is in addition to and not in substitution to their consumer rights relating to faulty or misdescribed goods or services.
- This guarantee applies to Personalised Lenses bought on or after the 8th February 2021.

## 2. When does this guarantee not apply:

- This guarantee does not cover the patient's dissatisfaction with the frame or any damage to, or manufacturing defects in, the frame.
- This guarantee does not apply to any measurement or glazing errors, mistakes or other damage caused by you or other third parties prior to the lenses being collected and worn by the patient.
- This guarantee will not apply to any issues raised by the patient more than 12 months after the original order Collection Date.

## 3. What does the guarantee offer?

- Where you return a pair of Personalised Lenses to us because a patient has returned them to you, we will refund you the price we charged you for the Personalised Lenses by way of a credit to your account.
- You will either pass the refund back to the patient or use it to purchase a pair of replacement lenses for your patient.

## 4. How to make a claim under the guarantee:

- You shall require the patient to return the lenses and their proof of purchase to you and not Essilor.
- You must accurately and fully complete the relevant claim form, provided by Essilor, with the reason for the return clearly stated. The claim form and lenses must be returned to us within 14 months of the Dispatch Date.

## 5. When we might withdraw this guarantee:

- Essilor may withdraw this guarantee or amend these terms and conditions at any time, such amendments will apply to all then current guarantees however Essilor will always endeavour to minimise the effect to patients in order to avoid undue disappointment.
  - Essilor may withdraw any or all guarantees applicable to any Personalised Lenses supplied to you where we reasonably suspect that you or your patient have misused this guarantee or any other guarantee. For example if returns made by you are much higher than the average practice.
  - If we withdraw this guarantee or amend these terms and conditions in accordance with this paragraph, we will notify you in writing.
- This guarantee is provided by Essilor to you. We do not enter into a contract directly with your patient. You are responsible for ensuring that your patient is aware of the terms and conditions which apply to the guarantee.
  - This guarantee is provided in addition to our standard terms of sale and, to the extent that anything in this guarantee conflicts with our standard terms of sale, this guarantee shall prevail.
  - This guarantee and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the law of England and Wales and the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of it.
- ## 9. In this guarantee:
- Personalised Lenses means Frame fit (f-360° / E2), Near Vision Behaviour, Eyecode and AVA lenses
  - Essilor, we, us our means Essilor Limited, Cooper Road, Thornbury, BS35 3UW
  - You, your means the optician, customer of Essilor
  - Dispatch Date the date on which the Personalised Lenses were dispatched to you by Essilor.

# Loss and Breakage Guarantee on Personalised Lenses

This guarantee applies to purchases of Frame fit (f-360° / E2), Near Vision Behaviour, Eyecode and AVA lenses. If your patient loses or breaks their pair of Personalised Lenses they may claim a replacement pair (like for like) at a low fixed cost. This guarantee starts from the Dispatch Date of the Personalised Lenses to you and extends for a period of 14 months.

## 1. When does this guarantee apply?

- The lenses must have been collected and worn by the patient;
- This guarantee is valid for Frame fit (f-360° / E2), Near Vision Behaviour, Eyecode and AVA lenses only purchased in the UK or the Republic of Ireland from Essilor.
- If the patient loses or breaks their Personalised lenses for any reason, they may return them with their proof of purchase (along with their lenses if they are broken) to your practice provided that they do so within 12 months of the Collection Date.
- You have 14 months from the Dispatch Date of the Personalised Lenses from Essilor to you to return the lenses to Essilor along with the claim form referred to below.
- You will notify your patient of the end date of the guarantee (which shall be 12 months from the original order Collection Date) and will also notify them that this guarantee is in addition to and not in substitution to their consumer rights relating to faulty or misdescribed goods or services.
- This guarantee applies to Personalised Lenses bought on or after the 8th February 2021.

## 2. When does this guarantee not apply:

- This guarantee does not cover any damage to, or manufacturing defects in, the frame.
- This guarantee does not apply to any measurement or glazing errors, mistakes or other damage caused by you or other third parties prior to the lenses being collected and worn by the patient.
- This guarantee will not apply to any issues raised by the patient more than 12 months after the original order Collection Date.

## 3. What does the guarantee offer?

- Where you make a claim because a patient has returned a pair of lenses to you, we will replace the lenses with a like for like replacement at a low fixed cost of £40/€40.
- Replacement lenses will be glazed FOC by Essilor if you supply a frame with the claim. If no frame is enclosed replacement lenses will be sent as uncuts.

## 4. How to make a claim under the guarantee:

- You shall require the patient to either return the lenses or provide their proof of purchase to you and not Essilor.
- You must accurately and fully complete the relevant claim form, provided by Essilor, with the reason for the return clearly stated. The claim form and lenses must be returned to us within 14 months of the Dispatch Date.
- The claim form also constitutes the order form for the replacement lenses.

## 5. When we might withdraw this guarantee:

- Essilor may withdraw this guarantee or amend these terms and conditions at any time, such amendments will apply to all then current guarantees however Essilor will always endeavour to minimise the effect to consumers in order to avoid undue disappointment.
  - If we withdraw this guarantee or amend these terms and conditions in accordance with this paragraph, we will notify you in writing.
- This guarantee is provided by Essilor to you. We do not enter into a contract directly with your patient. You are responsible for ensuring that your patient is aware of the terms and conditions which apply to the guarantee.
  - This guarantee is provided in addition to our standard terms of sale and, to the extent that anything in this guarantee conflicts with our standard terms of sale, this guarantee shall prevail.
  - This guarantee and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the law of England and Wales and the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of it.
- ## 9. In this guarantee:
- Personalised Lenses means Frame fit (f-360° / E2), Near Vision Behaviour, Eyecode and AVA lenses
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  - Dispatch Date the date on which the Personalised Lenses were dispatched to you by Essilor.

