

# Terms and Conditions

## Ordering and Contacts

- Local rate Customer Service numbers:
  - UK: Telephone 0845 602 2350 Fax 0845 602 2351
  - ROI: Telephone 1800 409 077 Fax 1800 409 083
- Customer Service hours: Monday to Friday 9am to 5.30pm
- Order by e-mail [orderline@bausch.co.uk](mailto:orderline@bausch.co.uk)
- Online ordering [www.bauschonline.co.uk](http://www.bauschonline.co.uk) – 24 hours a day, 7 days a week
- RGP Technical Support: Telephone 01424 457900 Web [www.bauschgp.com](http://www.bauschgp.com)

## Manufacturer guarantee

Any product which has a suspected manufacturer fault may be returned for analysis and/or full credit or exchange. Any product which has been incorrectly supplied and or damaged in transit will be exchanged or credited in full providing that the product is returned within 30 days from the date of invoice together with original paperwork.

## Discretionary returns policy

### Soft Lens Portfolio

Bausch + Lomb operate a discretionary returns policy for soft disposable lenses and will accept return of all soft disposable lens products for credit or exchange providing the product is:

- Current product range with a minimum of 12 months shelf life
- Returned within **60 days** from the date of the invoice
- Returned together with the original paperwork/order details
- In re-saleable condition e.g. unmarked, undamaged
- Excludes products originally provided as part of a promotional campaign
- Excludes original packaging and delivery charges

### Gas Permeable Contact Lenses

Bausch + Lomb offer a 90 day guaranteed fit warranty exchange programme. Lenses will be replaced at no charge provided the replacement lens is within reasonable specification of the original order. Please contact our GP Technical Support team and quote your original order details. You may be required to return the original lens.

### Lens Care

Bausch + Lomb do not accept returned Lens Care products for exchange or credit, unless due to a manufacturer supply error or a suspected manufacturer fault.

To enable us to process your credit/exchange more efficiently please enclose your delivery note. Return products to:

Bausch + Lomb Returns  
Unit C2  
20 Theaklen Drive  
Ponswood Industrial Estate  
St Leonards on Sea  
East Sussex  
TN38 9AZ

## Terms and Conditions

Delivery of goods as ordered by a customer shall be deemed to constitute acceptance of these terms and conditions.

A fee will be charged for packing and delivery on all orders under £100/€100\*. The charge will be £2/€2\* on all standard delivery orders.

Delivery charges apply to all orders of Bausch + Lomb products made by phone, e-mail, [bauschonline.co.uk](http://bauschonline.co.uk), fax or EDI.

A handling fee of £1/€1\* will be charged on all free of charge goods unless ordered as a part of a revenue order where the revenue order delivery charges will apply.

For full details of our delivery policy please click [here](#) If you are unsure if our new delivery policy affects you, please contact our Customer Services team on: UK - 0845 602 2350 or ROI - 1800 409 077.

Please note that we will only despatch solutions in full case quantities.

The prices of products are shown in the current price list and we reserve the right to vary prices and conditions without notice.

Prices quoted are exclusive of V.A.T. and delivery charges. RRP pricing is inclusive of VAT, (as per current standard VAT rates).

Payment of an invoice must be made by the 20th day of the month following the statement on which the invoice first appears. If you fail to pay by the due date, we shall be entitled to suspend or cancel deliveries of any goods, and/or charge interest on unpaid amounts at a rate of 4% p.a. above L.I.B.O.R.

Any delivery date quoted by us is an estimate only and we can accept no responsibility for any loss or damage caused by delayed delivery.

Any right that you have to reject the goods as not complying with the contract or delivery note must be exercised within 10 days of delivery.

We have the right to cancel orders at any time.

The descriptions, illustrations, performance figures or specifications contained in literature, price lists and other advertising matter shall not form part of any contract unless specifically incorporated therein.

We warrant that upon delivery the goods shall be free from all manufacturing defects and defects in design, materials or workmanship. We will make good any products that do not conform to the above warranty and we will indemnify you from all damages or claims of third parties involving death or personal injury or property damage resulting from or caused by a breach of such warranty. Where you are the consumer of the product, this warranty shall not affect your statutory rights as a consumer.

These terms and conditions shall in all respects be construed in conformity with English law and any dispute arising from them shall be subject to the jurisdiction of the English Courts.

Please note that calls to Customer Services may be recorded for training purposes.

E&OE

\*Euro pricing for Republic of Ireland customers only