



# COMMITTED TO QUALITY

Johnson & Johnson Vision Care, Inc. products are warranted against defects in materials and workmanship. If, after opening a factory-sealed blister pack, the lens is found to have a workmanship or material problem, JOHNSON & JOHNSON VISION CARE, INC. WILL REPLACE THE LENS. EXCEPT FOR THE EXPRESSED WARRANTY STATED ABOVE, JOHNSON & JOHNSON VISION CARE, INC. DISCLAIMS

ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. The expressed warranty and remedy provided are exclusive and in lieu of all other warranties and remedies by law. This warranty is extended only to the original purchaser from Johnson & Johnson Vision Care, Inc.



# CUSTOMER COMMITMENT

Johnson & Johnson Vision Care, Inc. is committed to promoting patient health through the responsible and safe distribution of products. Johnson & Johnson Vision Care, Inc. products are sold through qualified professionals and retailers only, and require a valid prescription in compliance with all applicable laws and regulations, including prescription verification.

Qualified professionals and retailers may purchase directly from Johnson & Johnson Vision Care, Inc. or from authorized suppliers. A current list of suppliers is available from your Sales Representative. This document summarizes the key provisions of the Johnson & Johnson Vision Care, Inc. Customer Policy agreed to by our customers when they opened their account. More detailed terms can be found in the Customer Policy itself.



# RETURNS

Johnson & Johnson Vision Care, Inc. will accept returns for any reason. For full credit, product must be in its original packaging, unopened, unmarked and not expired. Opened multipacks can be returned for partial credit, but single lens blisters are unable to be processed.

For a copy of the returns form and instructions, please visit [www.acuvuepro.com](http://www.acuvuepro.com). (up to 15 boxes).

For returns of more than 15 boxes, please contact your Johnson & Johnson Vision Care, Inc. sales representative.



# PAYMENT

Johnson & Johnson Vision Care, Inc. accepts all major credit cards.

Please visit [www.orderacuvue.com](http://www.orderacuvue.com) to enroll in automatic credit card billing, review your invoices and statements, or pay your monthly balance.

Other payment options:

- E-payment ([www.orderacuvue.com](http://www.orderacuvue.com))
- Check
- Money order

Payment is due on the 15th of each month.



# ORDER CUT-OFF TIMES

## CUSTOMER INFORMATION GUIDE

## DELIVERY OPTIONS



	Standard (3 business days)	2nd Day (cost per 25 mpks)	Overnight (cost per 25 mpks)
<b>Office Orders</b>	Orders totalling \$75 or more: <b>FREE</b> Orders totalling less than \$75: <b>\$6.95</b>	\$7.95	\$10.00



	Standard (5-7 business days)	2nd Day	Overnight
<b>ACUVUE® Home Delivery</b>	Annual Supply: <b>FREE</b> Less than annual supply: <b>\$6.95</b>	\$9.95	\$13.95

Only 12 boxes (30 count) or 4 boxes (90 count) are needed to qualify for free shipping via ACUVUE® Brand Home Delivery.

	Overnight	Standard
<b>Phone</b>	4:00pm	9:00pm
<b>Fax</b>	3:00pm	8:00pm
<b>Internet</b>	3:00pm	11:30pm

All delivery cut-off times in Eastern Standard Time.



# DIAGNOSTICS

Johnson & Johnson Vision Care, Inc. provides diagnostic lenses to be used for trial fittings or for the occasional replacement of torn or lost lenses. Diagnostic lenses are packaged for free trial only, and cannot be sold, substituted for revenue lenses, or given away at no charge for promotional purposes.



# How to Contact



**Billing questions:**  
Johnson & Johnson Vision Care, Inc.  
Customer Receivables Management  
1-800-876-6610

**Product quality, warranty or medical inquiries:**  
Customer Relations  
1-800-843-2020

**Fitting Assistance:**  
1-877-334-EYES (3937)

**Rebate questions:**  
Hello World  
1.888.998.6290

**All other inquiries:**  
Customer Service  
1-800-874-5278



# How to Order

**Web:** [www.orderacuvue.com](http://www.orderacuvue.com)  
**Phone:** 1-800-874-5278 (Mon-Fri, 8am-9pm EST)  
**Fax:** 1-800-456-2733