

Essilor Transitions – Love ‘em or Leave ‘em Indirect Claim Form

Valid for all anti-reflection coated Essilor Transitions orders placed between 1st April and 30th September 2009.

Practice Details:

Practice Name:

Contact Name:

Practice Address:

.....

Postcode: Telephone:

Essilor A/c No: Original Essilor Order No:

Patient Details:

Patient Reference: Date of Order:

Lens Details:

Index

	1.5	1.59	1.6	1.67
Single Vision				
Bifocal				
Varifocal				

Varilux Lens Type

Varilux Physio/F-360/Short Varilux Ipseo Varilux Liberty

Varilux Panamic Varilux Comfort/Advans Varilux Ellipse/Advans

Other (please state) _____

Coatings

Crizal Forte with Scotchgard Crizal Alizé Trio Easy

Prescription

	Sph	Cyl	Axis	Add	Prism
Right Lens					
Left Lens					

Reason for Return:

Lens too dark Not dark enough

Not fading quickly enough Not darkening quickly enough

Unsatisfactory colour

Other (state reason):

Please Note:

Please enclose the Transitions lenses along with the original order and send immediately to your Laboratory or Glazer.

Optician Signature: _____ Date: _____

LABORATORIES/GLAZERS:

Please complete the section on the reverse and send to Essilor.

TO BE COMPLETED BY LABORATORIES/GLAZERS:

Contact Name:

Company Name:

Address:.....

.....

Postcode:Telephone:.....

Essilor A/c No: Your Order Reference No:

Semi Finished

	Base	Add
Right Lens		
Left Lens		

Lab/Glazer Signature:	Date:
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LABORATORIES/GLAZERS:

Please complete this section and send to:

Claire Lyon, Essilor Transitions Love 'em or Leave 'em Programme, Marketing Department, Essilor Ltd, Cooper Road, Thornbury, Bristol, BS35 3UW.

Essilor Replacement Order Details:

Order Date:

New Essilor Order Number:

Reference Number:

Claims Procedure:

Please note claims must be received within 60 days of your original customer order.
Equivalent replacement clear lenses will be ordered automatically on receipt of this claim form.
Please see below for terms and conditions. Deadline for last claims is 31st December 2009.

Claims Procedure/Terms and Conditions:

1. The Love 'em or Leave 'em Programme is valid for Essilor Transitions orders placed between 1st April and 30th September 2009 and is only valid on anti-reflection coated lenses.
2. The Love 'em or Leave 'em Programme applies only to the photochromic element of the Essilor Transitions lenses and not to any frames or surfacing/glazing charges.
3. If a consumer is not satisfied with the Essilor Transitions lenses, the consumer has 30 days from date of collection of the Essilor Transitions lenses in which to return them to the practice from which they were purchased, in order to claim replacement clear lenses. The dispenser has 30 days from receipt of the returned lenses to return them with the claim form to his supplier. No cash alternative available.
4. The consumer must return the Essilor Transitions lenses to the store along with the corresponding receipt.
5. A claim form must be accurately and fully completed by the consumer and by the dispenser and the latter must check this form prior to sending it to his supplier.
6. It is the responsibility of the dispenser to pass the necessary refunds, credits or reversals to the consumer or medical scheme involved.
7. The replacement clear lenses will be the same material, design, prescription and index as the original pair of Essilor Transitions lenses ordered, and with the same coatings.
8. No exchange will take place if the Essilor Transitions lenses have been scratched, damaged or broken in any way.
9. Offer does not apply to lenses other than Essilor Transitions lenses.
10. The purchase of a pair of Essilor Transitions lenses from a participating practice during the above-mentioned period implies the acceptance of these terms and conditions.
11. Terms and Conditions are available in participating practices, or upon written request from Essilor UK Ltd. No purchase is necessary in order to see the Terms & Conditions.
12. All claims must be received at Essilor by 31st December 2009.

