

## ILS Warranties and Policies

Credits are issued for the following reasons according to our Warranties and policies which are included in the back of the price list and on our website.

All credits will be accessed by the Lab to determine if it is an ILS fault.

The benefits given to you under our express warranty are in addition to other rights and remedies you have under the relevant Consumer Law and other laws. That is, our goods come with guarantees that cannot be excluded under the relevant Consumer Law.

### Cancelled Job Policy

- Jobs cancelled prior to surfacing will not be invoiced.
- Cancellation/ credit will not apply to orders that have been processed by Laboratory.

### Progressive Lens Warranty

- Warranty claims are accepted for non-adaption, PD adjustment, and heights.
- This warranty does not include power changes.
- This warranty is valid for (3) months from the original invoice date.
- Original lenses will be replaced with an alternative product and a Credit Note will be issued on the lower priced invoiced lenses.
- Credit claims must be accompanied with the appropriate Credit Request Form and original order or copy detailing invoice number, client reference, type of lens, and reason for credit.
- This warranty is applicable for all progressive lenses supplied by ILS.

### Glacier™ Multi-Coat Warranty

- ILS will replace any Glacier™ Multi-Coat lens product that is deemed faulty by our Quality Control Department.
- This warranty is valid for 2 years from the date of the original invoice.
- Lenses must be returned, accompanied with the appropriate Credit Request Form and original order or copy detailing invoice number, client reference, type of lens, and reason for credit.
- This warranty is applicable for all progressive lenses supplied by ILS.

### Glacier Plus™ Multi-Coat Warranty

- ILS will replace any Glacier™ Plus™ Multi-Coat lens products that are deemed faulty by our Quality Control Department.
- This warranty is valid for the lifetime of the lenses from the date of original invoice.
- Lenses must be returned, accompanied with the appropriate Credit Request Form and original order or copy detailing invoice number, client reference, type of lens, and reason for credit.
- This warranty does not include the mistreatment of lenses.
- If approved, replacement lenses will be supplied in the same prescription, design, index, coating, and frame.

### Stock Lens Policy

- ILS will issue a full credit for uncut stock lenses that are returned in original packaging, and in a saleable condition.
- Stock lenses that have been specifically ordered will not be credited.
- Credit Claims must be returned, accompanied with the appropriate Credit Request Form and original order or copy detailing invoice number, client reference, type of lens, and reason for credit.

### Grind Lens Policy

- All claims are subject to inspection by our Quality Control Department and credits will only be approved for those products that fall outside the AS/NZS ISO 21987:2011 standard for fitting and prescription tolerances.

- Credit Claims must be returned, accompanied with the appropriate Credit Request Form and original order or copy detailing invoice number, client reference, type of lens, and reason for credit.

#### Faulty Frames Policy

- Faulty frames detected by our Laboratory will need to be replaced under warranty by the frame manufacturer. Faults include dry solder, screws that are unable to be removed, damaged coating prior to Laboratory handling, etc.
- Client's own frame are processed on a 'Client's Own Risk' basis.

#### Rimless Recommendations

- ILS recommends Trivex, 1.60 and Polycarbonate materials for rimless and nylon rimmed frames.

#### Tinting Policy

- ILS will not accept responsibility for matching single lens tints when lenses are being multicoated, or mirror coated.
- All tinting of client's own lenses is accepted on a 'Client's own Risk' basis. This includes scratches and/or breakages of lenses.

#### Edging Policy

- Edging of client's own lenses are processed on a 'Client's Own Risk' basis.

#### Transitions® Signature™ VII Policy

- ILS can not guarantee an exact match, if replacing a lens that is not a current generation of Transitions® Signature™ VII.

#### Transitions® Optical Love Them or Exchange Them

- If your patient does not love their Transitions® lenses, they can be replaced under the Love Them or Exchange Them Guarantee.
- The replacement lenses confirmed under this guarantee varies according to the original pair of Transitions® brand lenses ordered.
- Exchange Transitions® Signature™ VII or Transitions® XTRActive lenses for clear lenses.
- Exchange Transitions® Vantage™ for either Transitions® Signature™ VII or clear lenses.
- Exchange Transitions® Drivewear® for NuPolar® polarised sun lenses.
- For all of the above, ensure exchange is in the same prescription, design, index, coating, and frame within 30 days of receipt of purchase.
- Ensure to write the date of collection on the products corresponding Transitions® Certificate of Authenticity and provide this to the patient.
- When returning Transitions® lenses, ensure to include a Credit Request Form and original order or copy detailing invoice number, client reference, type of lens, proof of purchase, collections date, and reason for credit.
- To process a return under the Love Them or Exchange Them policy, the customer must return the glasses to the place of purchase and they will receive a replacement static pair in the same prescription, design, index, coating, and frame.

#### Freight

- A freight charge will apply to all standard deliveries.
- Special deliveries at the customer's request will attract an additional charge.
- Goods being delivered to, or damage occurring during delivery to ILS, are the senders responsibility.
- Goods being dispatched by ILS are the responsibility of ILS.
- This applies to all frames, lenses, and all other products.

#### Trading Terms

- Payment is due by the 20<sup>th</sup> of the month following the date of invoice. Customers having overdue accounts may be precluded from participating in any special deals, discounts, redemptions, rebates and other incentive programs until their account is within trading terms.

- ILS may charge interest at current bank rates for any amount overdue.
- Continued failure to meet these payment terms may result in debt collection procedures being initiated. The Customer will also be liable to pay all of the collection and legal expenses incurred in obtaining a remedy for the Customer's failure to pay for goods or services when due.
- All prices are subject to change without notice and are exclusive of GST.

#### Credit Card Payments

- ILS accepts credit card payments using Visa and Mastercard. Credit cards are charged 14 days from statement fee free. Payment after this by credit card will incur a 1.25% additional surcharge.
- American Express card payments will incur an additional 2.5% fee.

#### Optometry Practice Staff Discounts & Promotional Lenses

Please understand that while we want to ensure our Optometrists and their customers have every opportunity to understand our products prior to purchasing them, we enlist these guidelines to ensure fairness for both Optometrists, their staff, and for ILS.

The purpose of this offer is to allow our distribution customers to trial our product and discuss the ILS and Shamir lens benefits with customers.

The ILS Staff Discounts and Complimentary Lens Policy offers:

- Practice owners (1) pair of complimentary lenses per annum including fitting.
- Practice Staff are entitled to a 50% discount on (1) pair of lenses per annum including fitting.

In order to apply for this promotion, practice owners and their staff must return the Promotional Lens Request Form to their corresponding representative for approval prior to making an order.

Approval of these requests are at the discretion of ILS and their representatives.