

# CUSTOMER INFORMATION GUIDE



## CUSTOMER COMMITMENT

Johnson & Johnson Vision Care, a division of Johnson & Johnson (Canada) Inc. (Johnson & Johnson Vision) is committed to promoting patient health through the safe distribution of its products. Johnson & Johnson Vision products are sold through qualified professionals and retailers only. In order to dispense products, the patient requires a valid prescription in compliance with all applicable laws and regulations. This may include a requirement for the dispensing party to verify the prescription.



## COMMITTED TO QUALITY

Johnson & Johnson Vision products are warranted against defects in materials and workmanship. If, after opening a factory-sealed blister pack, the contact lens is found to have a workmanship or material problem, Johnson & Johnson Vision will replace the contact lens. Johnson & Johnson Vision's liability for damages caused by defective products shall be limited to the return process in effect at the time of the claim. If Johnson & Johnson Vision determines that the product for which a claim has been made is defective, meaning that the product does not meet Johnson & Johnson Vision's written specifications in effect at the time the product was shipped, Johnson & Johnson Vision shall replace the product. Johnson & Johnson Vision may require return of the damaged product. Except as otherwise provided, Johnson & Johnson Vision disclaims all other representations, warranties, or guarantees with respect to the products, whether express or implied.



## DIAGNOSTICS

If applicable, Johnson & Johnson Vision 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 or as a replacement for contact lens sales.



## ADVERSE EVENT REPORTING

Contact Customer Relations if patients experience any adverse effects associated with the use of ACUVUE® Contact Lenses.

Contact: Customer Relations  
1-855-345-0032 • M-F 9:30am – 5pm EST



## HOW TO ORDER

Online: [jvisionpro.ca](http://jvisionpro.ca)  
Phone: 1-800-267-5098 • M-F 8:30am – 7:30pm EST  
Fax: 1-800-267-2259  
Email: [jvisioncare@its.jnj.com](mailto:jvisioncare@its.jnj.com)

†DX only orders ship on Monday and Thursday

**\*ACUVUE® DIRECT-TO-PATIENT DELIVERY**

**1-Day 6-MONTH SUPPLY ORDERS** must contain a minimum of 12 30-packs or 4 90-packs for these products: • ACUVUE® OASYS MAX 1-Day • ACUVUE® OASYS MAX 1-Day MULTIFOCAL

• ACUVUE® OASYS 1-Day • ACUVUE® OASYS 1-Day for ASTIGMATISM • 1-DAY ACUVUE® MOIST • 1-DAY ACUVUE® MOIST for ASTIGMATISM • 1-DAY ACUVUE® MOIST MULTIFOCAL • 1-DAY ACUVUE® DEFINE®.

**2-Week Reusable ANNUAL SUPPLY ORDERS** must contain a minimum of 8 6-packs or 4 12-packs or 2 24-packs or 2 25-packs.

**Monthly Reusable ANNUAL SUPPLY ORDERS** must contain a minimum of 4 6-packs or 2 12-packs.

## DELIVERY OPTIONS



**Office Orders**  
Standard (3 business days)  
Revenue Product:  
FREE  
DX orders placed  
via phone or fax\*:  
\$6.00 shipping charge



**ACUVUE® Home Delivery**  
Standard (5-7 business days)  
Qualified Quantities\*:  
FREE  
otherwise \$6.00  
shipping charge



## PAYMENT

Cheques should be sent to the remit-to address on the statement via regular mail. For more information, visit [jvisionpro.ca](http://jvisionpro.ca)

Credit cards are accepted for billing when product is shipped. Credit card information must be added online before credit card orders can be accepted. Visa®, MasterCard® and American Express® cards are accepted. Outstanding balances cannot be transferred from your Johnson & Johnson Vision account to your credit card.

To enroll or enter the details:

Visit: [jvisionpro.ca](http://jvisionpro.ca)

Billing questions: Accounts Receivable Department  
1-800-465-0882 • M-F 8:30am – 5pm EST

Please Note: Johnson & Johnson Vision is not acting as a credit issuer. Johnson & Johnson Vision reserves the right to terminate the use of credit cards at any time.



## RETURNS

Johnson & Johnson Vision will accept, and credit returned product provided the company receives the product in its original package (including open boxes). Credit will not be issued for any product received beyond the product expiration date. To return product, use the Johnson & Johnson Vision Care Return Form. The reason for returning product must be provided.

For a copy of the  
Return Form:  
Email: [jvisioncare@its.jnj.com](mailto:jvisioncare@its.jnj.com)  
Visit: [jvisionpro.ca](http://jvisionpro.ca)  
Contact: Customer Service  
1-800-267-5098  
More than 15 multipacks:  
Contact your Sales  
Representative

Return Address:  
Johnson & Johnson Vision  
c/o Stericycle Inc.  
76 Wentworth Court  
Brampton, ON L6T 5M7



## HOW TO CONTACT

1-800-465-0882 • M-F 8am – 5pm EST

Product Quality, Technical  
or Medical Questions

[vpweb@visus.jnj.com](mailto:vpweb@visus.jnj.com)

1-855-345-0032 • M-F 10am – 5pm EST

Product Use & Fitting Questions

1-877-334-EYES (3937) • M-F 8am – 8pm EST

General Questions / Ordering

1-800-267-5098 • M-F 8:30am – 7:30pm EST

Visit our Contact Us page: [jvisionpro.ca](http://jvisionpro.ca)