



CUSTOMER COMMITMENT

Johnson & Johnson Vision Care division of Johnson & Johnson Inc. (JJVC) is committed to promoting patient health through the responsible and safe distribution of products. JJVC 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 JJVC or from authorized suppliers.

This document summarizes the key provisions of the JJVC Customer Policy agreed to by our customers when they opened their account.

Visit jnvisionpro.ca/support/sales-policy for our customer policy, product warranty and limitation information.



COMMITTED TO QUALITY

JJVC 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, JJVC will replace the lens. Except for the expressed warranty stated above, JJVC 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 JJVC.



RETURNS

JJVC 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. All products received that do not meet the criteria will be destroyed. 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: jjvisioncare@its.jnj.com

Visit: jnvisionpro.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



PAYMENT

Cheques should be sent to the remit-to address on the statement via regular mail.

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 JJVC account to your credit card.

To enroll or enter the details:

Visit: jnvisionpro.ca

Billing questions: Accounts Receivable Department

1-800-465-0882

Mon-Fri, 8:30am-5pm (EST)

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

CUSTOMER INFORMATION GUIDE

DELIVERY OPTIONS



Office Orders
Standard
(3 business days)

Revenue Product: **FREE**
DX orders placed
via phone or fax*: **\$6.00**



ACUVUE® Home Delivery
Standard
(5-7 business days)

Qualified Quantities*: **FREE**
Less than annual supply: **\$6.00**



HOW TO ORDER

Web: jnvisionpro.ca

Phone: 1-800-267-5098 Mon-Fri, 8:30am-7pm (EST)

Fax: 1-800-267-2259

Email: jjvisioncare@its.jnj.com

*DX only orders ship on Monday and Thursday
*ACUVUE® PATIENT DELIVERY: Direct shipment to patient free of charge for 6 month/annual supply of daily disposable lenses or annual supply of reusable lenses. To qualify for free ACUVUE® Patient Delivery, orders for ACUVUE® OASYS with Transitions™, 1-DAY ACUVUE® TruEye®, 1-DAY ACUVUE® MOIST, 1-DAY ACUVUE® MOIST for ASTIGMATISM, 1-DAY ACUVUE® MOIST MULTIFOCAL, 1-DAY ACUVUE® DEFINE®, ACUVUE® OASYS 1-Day, or ACUVUE® OASYS 1-Day for ASTIGMATISM Brand Contact Lenses must contain a minimum of twelve 30-packs or four 90-packs (6 month supply). All other products must contain a minimum of eight 6-packs or four 12-packs or two 24-packs (annual supply).



DIAGNOSTICS

JJVC 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
Mon-Fri, 9:30am-5pm (EST)



HOW TO CONTACT



Billing questions: Accounts Receivable
1-800-465-0882

Product quality, warranty or medical inquiries: Customer Relations
1-855-345-0032

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

All other inquiries: Customer Service
1-800-267-5098

Visit our website: jnvisionpro.ca

This is an abbreviated policy summary guide. For full details, visit jnvisionpro.ca. Many of these policies are described more fully in the standard account agreement.

The third-party trademarks used herein are the trademarks of their respective owners.

ACUVUE®, ACUVUE® OASYS, 1-DAY ACUVUE® TruEye®, 1-DAY ACUVUE® MOIST and 1-DAY ACUVUE® DEFINE® are trademarks of Johnson & Johnson Vision Care division of Johnson & Johnson Inc.

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ACUVUE®
BRAND CONTACT LENSES

Johnson & Johnson VISION