

Quality that's convincing

ACUVUE® Brand Contact Lenses offer incredible standards of quality and comfort. This is why your optician has recommended them to you and many satisfied contact lens wearers have confirmed this again and again.

And since so many people choose to wear ACUVUE® Contact Lenses, we are naturally convinced that they are the best. And, now we are even going so far as giving you your money back if you are not satisfied with your new ACUVUE® Contact Lenses. But the benefits of ACUVUE® are bound to convince you - we are quite sure of that.



How to claim your money back

The first thing to do is to contact your optician to discuss your concerns and, if necessary, arrange an appointment.

If, after seeing your optician, you are still not absolutely satisfied, please fill in the claim form and send it to the address indicated on the form together with the receipt and the remaining contact lenses.

Please note that this satisfaction guarantee covers the cost of the contact lenses only. No refunds will be granted for fitting or consultation fees.

Claim form

Please fill in this claim form and send it together with your receipt and the remaining contact lenses in their original packaging to the following address: ACUVUE® Satisfaction guarantee, P.O. BOX 1523, MARLOW, BUCKS, SL7 1BT, UK. Make sure you complete all the sections to avoid any delay with processing your claim.

Name _____

Address _____

City/Town _____

Postal code _____

Telephone number _____

Name and address of optician _____

Telephone number of optician (if known) _____

Product purchased

<input type="checkbox"/> 1•DAY ACUVUE® TruEye®	<input type="checkbox"/> 1•DAY ACUVUE® MOIST®	<input type="checkbox"/> ACUVUE® OASYS® with HYDRACLEAR® PLUS	<input type="checkbox"/> ACUVUE® ADVANCE® with HYDRACLEAR®
<input type="checkbox"/> ACUVUE® OASYS® for ASTIGMATISM	<input type="checkbox"/> ACUVUE® ADVANCE® for ASTIGMATISM	<input type="checkbox"/> 1•DAY ACUVUE® MOIST® for ASTIGMATISM	<input type="checkbox"/> 1•DAY ACUVUE® for ASTIGMATISM
<input type="checkbox"/> ACUVUE® BIFOCAL	<input type="checkbox"/> ACUVUE® OASYS® for PRESBYOPIA	<input type="checkbox"/> Other ACUVUE® lens (Please specify) _____	

Number of contact lens boxes purchased

Date of purchase

Amount claimed

Were contact lenses paid for by Direct Debit?

Yes No

Were contact lenses delivered via Home Delivery service? (UK only)

Yes No

Reason for dissatisfaction

Is your optician aware of your dissatisfaction?

Yes No

Terms and conditions

1. The instructions form part of the rules. 2. The Satisfaction Guarantee only applies to ACUVUE® Brand Contact Lenses. 3. Only one claim per person. 4. All refunds will be fulfilled by cheque. 5. Please allow 30 days for delivery. 6. Johnson & Johnson Medical Ltd. can accept no responsibility for claims lost, delayed or damaged in the post. 7. All claims must be accompanied by a receipt. 8. All claims for 1•DAY ACUVUE® TruEye®, 1•DAY ACUVUE® MOIST®, 1•DAY ACUVUE® MOIST® for ASTIGMATISM, 1•DAY ACUVUE® and 1•DAY ACUVUE® for ASTIGMATISM must be accompanied by a minimum of 75% of the quantity of contact lenses purchased at the normal market price, in their original and undamaged blisters. All claims for ACUVUE® OASYS®, ACUVUE® OASYS® for ASTIGMATISM, ACUVUE® ADVANCE®, ACUVUE® ADVANCE® for ASTIGMATISM, ACUVUE® BIFOCAL and ACUVUE® OASYS® for PRESBYOPIA must be accompanied by a minimum of 65% of the quantity of contact lenses purchased at the normal market price, in their original and undamaged blisters. 9. Claims can be made for a maximum of 1 year's supply of contact lenses. Quantity based on recommended replacement schedule. 10. Claims can only be processed once you have informed your optician that you are dissatisfied. 11. Professional fees for eye examinations or other services are not included in this offer. 12. Promoter: Johnson & Johnson Vision Care, part of Johnson & Johnson Medical Ltd, Pinewood Campus, Nine Mile Ride, Wokingham, Berkshire, RG40 3EW, UK 13. Offer valid for UK and Ireland residents only. Your statutory rights are not affected. ACUVUE®, 1•DAY ACUVUE® TruEye®, 1•DAY ACUVUE® MOIST®, ACUVUE® OASYS®, ACUVUE® ADVANCE®, HYDRACLEAR® and SEE WHAT COULD BE® are registered trademarks of Johnson & Johnson Medical Ltd. © Johnson & Johnson Medical Ltd. 2012. Johnson & Johnson Vision Care is part of Johnson & Johnson Medical Ltd.