



# TERMS AND CONDITIONS

## PAYMENT TERMS

Signet Armorlite grants a 2% discount on the monthly statement if paid by the 15th of the month following the statement date (2% 15/Net30 EOM). The prompt pay discount is not applicable to credit card payments. A 1½% per month charge or the maximum allowable by law, whichever is less, will be added to past-due accounts.

New payment remittance address: Signet Armorlite, Inc.  
P. O. Box #3309  
Carol Stream, IL 60132-3309

## PRICING STRUCTURE

Prices are FOB point of shipment and are subject to change without notice. In the event of a price change, all shipments will be invoiced at the price in effect when the order was placed.

### ◆ Lenses and Lens Blanks

Discounts for purchases will be based upon the net average of all pairs shipped to the customer. The customer's lens pair volume will be reviewed on a quarterly basis.

Discounts may be available for increased lens volume. Please contact your Sales Representative or the Sales Department at (800) 759-4630.

### ◆ Special Order Lens Charges

An additional \$10.00 will be charged for lenses with adds above 4D. This charge will be added to the base price for the product ordered.

### ◆ Optical Supplies and Equipment

All 3M LEAP™ and 3M Surface Saver™ equipment and supplies pricing is based on the supplies price list.

Total LEAP Pad, Surface Saver Tape and Blue Chip Lens Protector sales can be combined to determine appropriate price level.

### ◆ 3M Press-On™ Optics

Total Signet Armorlite lens sales can be combined with Press-Ons to determine appropriate price level.

## HANDLING CHARGE POLICY

Customers purchasing ≥ \$4,000 gross per month on a three month rolling average basis are exempt from this charge as long as the average is maintained.

### Policy:

A \$10 per day handling fee will be charged, when an order is received that is <\$50 or <10 pair.

## CUSTOMER SERVICE

- ◆ From within the U.S. and Canada  
(800) 759-0075  
(800) 759-0660 (Fax)
- ◆ From outside the U.S. and Canada  
(760) 744-4000

## DISTRIBUTION CENTERS

- ◆ Semi-Finished and FSV Distribution:  
Groveport, Ohio  
Etobicoke, Ontario, Canada
- ◆ 3M Optical Supply Distribution:  
Dallas, Texas

## **ELECTRONIC ORDERING**

- ◆ Internet ordering is available via [www.visionorder.com](http://www.visionorder.com).
- ◆ EDI ordering systems are available in a variety of methods and protocols from Signet Armorlite. For set-up procedures, please call your Sales Representative or the IS Department at (800) 759-0075.

## **KODAK LENS ADVERTISING**

All advertising and promotion materials containing reference to KODAK Lenses or the KODAK Lens logo must have prior approval of Signet Armorlite and Kodak Company. For information about the advertising and promotion of KODAK Lenses, consult the "Guidelines for Trademark Usage" or contact Signet Armorlite Marketing.

## **TRANSPORTATION CHARGES**

### ◆ **LENSES, LENS BLANKS, OPTICAL SUPPLIES AND EQUIPMENT**

Signet Armorlite offers the following shipping options:

<u>Option</u>	<u>Delivery Schedule</u>
Overnight	Next business day before noon
Second Day	Second business day by 5:00 p.m.
Ground	1 to 5 business days, depending on shipping distance

If special shipping is requested, any additional costs will be charged to the customer.

### ◆ **CLAIMS**

Call Signet Armorlite Customer Service (800) 759-0075 to report:

- Order errors – within 10 days of delivery
- Lost shipments – within 10 days of invoice date

Merchandise damaged in shipment should be reported directly to the transportation carrier.

## **CONSUMER WARRANTIES & PRODUCT RETURNS**

All consumer warranty returns require a "Return Authorization Number" available from a Signet Armorlite Customer Service Representative.

### **LENS SURFACE MODIFICATION AND WARRANTY**

Any modification or damage done to the lens by the patient or customer through intention or abuse will void all warranties.

### **SCRATCH RESISTANCE PREMIUM PRODUCT LENSES (Return to Location C)**

All Signet Armorlite premium scratch-resistant lenses carry a PERSONAL SATISFACTION GUARANTEE, warranting their scratch resistance under normal use for one year from the consumer purchase date. Replacement is limited to the original prescription in the original frame.

Laboratories may choose one of the following compensation plans for premium product lenses:

- ◆ Return the original lens for a no-charge replacement or credit. A copy of the original lab order must accompany the return. The patient's name should be removed or masked from the document.
- ◆ An automatic monthly credit of 3% of net scratch-resistant lens purchases to cover warranty claims. No lenses or lab orders need to be provided.

Note: RLXPlus®, Signet™ SRC, Signia™ 1.50 HC and 1.50 HC FSV standard resin, non-progressive products are net priced, and no credits for scratch resistant warranties either automatic or upon return will be provided.

## **ADAPTATION (Return to Location C)**

All Signet Armorlite progressive lenses carry a **CONSUMER ADAPTATION WARRANTY** in effect for **90 days from original purchase**. Progressive lenses may be returned if:

- ◆ The patient wishes to return to a bifocal or trifocal.
- ◆ A change is made in power, axis, vertical or horizontal measurements.
- ◆ Lenses must be returned within 90 days of the original Rx.

Laboratories may choose one of the following compensation plans:

- ◆ Return the original progressive for a no-charge replacement or credit. A copy of the original lab order must accompany the return. The patient's name should be removed or masked from the document.
- ◆ An automatic monthly credit of 4% of net progressive lens purchases to cover adaptation claims. No lenses or lab orders need to be provided.

## **DEFECTIVE AND STOCK ADJUSTMENT RETURNS**

All product returns must be in their original packaging and be authorized by Signet Armorlite. Call our Customer Service Department (800-759-0075) for a "Return Authorization Number" and ship to designated location:

### **LOCATION ( A )**

#### **Lens Returns**

Signet Armorlite  
ATTN: Returns Dept.  
2400 Spiegel Drive, Suite A  
Groveport, OH 43125

### **LOCATION ( B )**

#### **3M Product Returns**

Signet Armorlite Return  
c/o Shamrock Company  
10231 Plano Road  
Dallas, TX 75238

### **LOCATION ( C )**

#### **Customer Service**

Signet Armorlite  
Attn: Returns Dept.  
5803 Newton Drive, Suite A  
Carlsbad, CA 92008

## **LENSES AND LENS BLANKS**

### ◆ **STOCK ADJUSTMENTS (Return to Location A)**

Returns for stock adjustment must have a "Return Authorization Number" for a specific product and quantity. Customer will receive a credit for the approved return minus a 20% handling charge.

Lenses and lens blanks will not be accepted for return if:

- ◆ The product has been discontinued for more than 60 days.
  - ◆ The date of manufacture exceeds three years, unless evidence is provided showing that the product was purchased within the past two years.
  - ◆ The product is a special order lens.
  - ◆ Lens boxes are damaged or marked and cannot be returned to stock
- ### ◆ **DEFECTIVE MERCHANDISE (Return to Location C)**
- Any defective Signet Armorlite lens or lens blank will be replaced or credited. Items that have been processed, edged, tinted or coated by other than Signet Armorlite are not acceptable for return unless the defect is, in Signet Armorlite's opinion, a result of our manufacturing process. The original packaging showing the lot number must be returned with each processed, edged or tinted lens and the box must be in good condition.

## **PRESS-ON OPTICS**

- ◆ **STOCK ADJUSTMENTS** - Returns for stock adjustments are not accepted.

### ◆ **DEFECTIVE MERCHANDISE (Return to Location C)**

Defective Press-On Optics will be accepted for replacement or credit only if returned within three years of the run date shown on each package.

## DEFECTIVE AND STOCK ADJUSTMENT RETURNS (Continued)

### 3M LEAP AND SURFACE SAVER SYSTEM EQUIPMENT AND SUPPLIES

◆ **STOCK ADJUSTMENTS (Return to Location B)**

Returns will not be accepted for any reason without prior authorization from Signet Armorlite. Only complete units of product will be accepted if they are in saleable condition based on age, appearance and quality. Transportation must be prepaid.

Return requests of standard merchandise received within 90 days of the invoice date will be assessed a 20% handling charge.

Merchandise that has been in the customer's possession for over 90 days is not acceptable for return; however, our sales organization may be able to assist customers in locating an outlet for the merchandise.

◆ **DEFECTIVE MERCHANDISE (Return to Location C)**

A Signet Armorlite representative must review defective merchandise, regardless of quantity. If approved, defective supplies will be replaced at no charge or a credit will be issued if returned within one year of purchase.

◆ **WARRANTY (Return to Location C)**

The 3M Surface Saver Applicator is warranted to be free from operational defects for a period of six months from date of purchase. Any unit deemed defective by 3M within this period should be replaced or repaired, provided that the unit has not been subjected to misuse, negligence or accident. Contact Signet Armorlite Technical Service at (800) 759-0075 for warranty claims.

- ◆ For 3M Surface Saver Applicator service and spare parts, contact:

3M Health Care Service Center  
Building 502, Suite 200  
3350 Granada Avenue, North  
Oakdale, MN 55128  
(800) 292-6298

All spare part orders are sent parcel post or UPS, depending on weight. If special shipping is requested, any additional costs will be charged to the customer.

To request a loaner unit, contact 3M Health Care Service Center listed above.

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