



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 may be available for increased lens volume. Please contact your Sales Manager for more details.
- ◆ **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**
Pricing for all 3M LEAP™ and 3M Surface Saver™ system supplies are in their own Optical Supplies price list.
- ◆ **3M Press-On™ Optics**
Total Signet Armorlite lens sales can be combined with 3M 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.
(800) 759-0075
(800) 759-0660 (Fax)

DISTRIBUTION CENTERS

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

ELECTRONIC ORDERING

- ◆ EDI ordering systems are available in a variety of methods and protocols from Signet Armorlite. For set-up procedures, please call Customer Service or the IT 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 from Signet Armorlite and the Kodak Company. For information about the advertising and promotion of KODAK Lenses, contact Signet Armorlite Marketing at marketingliterature@signetarmorlite.com.

TRANSPORTATION CHARGES

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

Signet Armorlite offers the following shipping options:

Option	Delivery Schedule
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
- Damaged in transit – immediately or next business day

CONSUMER WARRANTIES & PRODUCT RETURNS

All consumer warranty returns require a “Return Authorization Number” available from a Signet Armorlite Customer Service Representative at (800) 759-0075.

IMPORTANT: Please review all return requirements carefully. All warranties, defect, and stock adjust returns that do not comply with the listed requirements will not be credited or returned to you and product destroyed.

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: Signet™, SRC, Signia™, and Shore® 1.50 standard resin semi-finished and finished stock, 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 progressive lenses sold by Signet Armorlite 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

IMPORTANT: Please review the return requirements listed below carefully. Any return that does not comply with these requirements will not be credited or returned to you.

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
- ◆ Lenses that do not meet the requirements will not be credited or returned to you and will be destroyed

◆ **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.

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.

DEFECTIVE AND STOCK ADJUSTMENT RETURNS (Continued)

3M SURFACE SAVER SYSTEM CONTINUED

◆ **APPLICATOR WARRANTY**

The Surface Saver Applicator is warranted to be free from operational defects for a period of six months from your date of purchase. Any unit deemed defective by the manufacturer, Atscott Mfg, Inc., within this period should be replaced or repaired, provided that the unit has not been subjected to misuse, negligence, or accident.

In the event obvious defects in workmanship and material are found upon receipt of a new Surface Saver Applicator, Atscott Mfg. will repair or replace, without charge, such an instrument upon notification within a period of 14 days from date of purchase. Contact Signet Armorlite Customer Service at (800) 759-0075 for warranty claims and instructions for return.

- ◆ For Surface Saver Applicator service, contact Signet Armorlite Customer Service first for instructions, then unit will be shipped directly to:

Schild Service Center/Signet Units
Atscott Mfg., Inc.
1150 Holstein Dr. NE
Pine City, MN 55063
(877) 494-8933

- ◆ Repairs and Service Guidelines:
 - For units sent in for repairs under the new-unit 6-month warranty, a loaner will be provided at no charge (except for return shipping) until repairs are completed.
 - Customers with units that require service past the 6-month warranty may request a loaner unit with a minimum loaner fee for a 3-week period beginning with the initial shipment of the loaner unit. If the loaner unit will be required past the 3 weeks, an additional charge at the rate of \$100 per week will be assessed. Loaner units will be shipped to the customer at no charge and returned to the Schild Service Center PREPAID, via best insured, traceable means at the user's expense.
 - Requests for loaner units must be made in advance of sending in units for repair. Upon arrival of the loaner, the same carton and packing should be used for return of the defective unit to the Schild Service Center.
 - For repairs or replacements necessitated by obvious abuse or accidental damage, charges will be made at the prevailing list prices.
- ◆ Spare Parts: Contact Signet Armorlite Customer Service for a list of parts and pricing.

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Signet Armorlite, Inc.

5803 Newton Drive, Suite A, Carlsbad, CA 92008 800/759-0075
www.signetarmorlite.com