

RETURNS DOCUMENTATION

Johnson & Johnson Vision Care
Returns Department
Hanworth Road
Sunbury
TW16 5LN

Please contact our customer service under 0800 022 4222 (UK) or 1800 812 100 (EIRE) to receive your authorization number or replacement order number if required:

Authorization Number

Required for returns of 100 boxes or more

Replacement Order Number

Stock exchange or return past 90 days following receipt of goods

Account Number:

Account Name:

Account Address:

Reference Number:

J&J Returns Policy

Returns for 100 boxes or more need to be authorized by Johnson and Johnson representative
Only goods purchased directly from Johnson and Johnson Vision Care Companies
Goods can be returned within 90 days following receipt of goods
Goods must be with a remaining shelf life of 12 months
Packs in perfect conditions, Not damaged – No marks – No Stickers – Not open
Diagnostic lenses and "made to order" specialty packs are not accepted

Delivery instructions:

Shipping and postage is the responsibility of the customer unless otherwise indicated otherwise
Please use original shippers to send back products (preferably J&J carton)
Do not use bubble envelopes as these damage the contact lens boxes

Please provide with return reason:

CONFIRMATION FOR YOUR CREDIT WILL APPEAR IN YOUR NEXT STATEMENT

	Product	Packs
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
	TOTAL	0

THIS DOCUMENTATION IS ONLY VALID FOR THE PRODUCTS AND QUANTITIES INCLUDED IN THE ABOVE LIST. CREDIT WILL BE DENIED FOR ALL PRODUCT NOT MEETING JOHNSON AND JOHNSON RETURNS POLICY AND PRODUCT MAY BE DESTROYED OR DISPOSED OF, INCLUDING NON-JOHNSON AND JOHNSON PRODUCTS