

## Transitions® lenses "Satisfied or Exchanged" Programme.

# Terms and Conditions.

1. The Satisfied or Exchanged Programme is valid for Transitions lenses purchased until 31 December 2010.
2. The Satisfied or Exchanged Programme applies only to the photochromic element of the Transitions lenses and not to any frames, lens design or coating.
3. If a consumer is not satisfied with their Transitions lenses, the consumer has 30 days from date of collection of the Transitions lenses in which to return them to the practice from which they were purchased, in order to claim replacement clear lenses. The eyecare professional has 30 days from receipt of the returned lenses to return them with the Claim and Return Form to their Lens Supplier. No cash alternative available.
4. The consumer must return the Transitions lenses to the practice along with the corresponding receipt.
5. The Claim and Return Form must be accurately and fully completed by the eyecare professional. The eyecare professional must return this form to their Lens Supplier lab with the returned Transitions lenses product within 30 days of receipt of the returned Transitions lenses product by the practice.
6. The replacement clear lenses will be the same prescription, material, design, and index as the original pair of Transitions lenses ordered, and with the same coatings (such as anti-reflective coating). The replacement spectacles will have the same frame and add-ons as the original pair.
7. The replacement lenses will take approximately 3 to 7 days to arrive at the practice from the Lens Supplier lab upon receipt of a valid Claim and Return Form, to be completed by the practice and sent to the Lens Supplier. Transitions Optical Pty Ltd will not be responsible for any late, lost or misdirected correspondence.
8. There will be no refund to the consumer for any price difference between the Transitions lenses and clear lenses.
9. No exchange will take place if the Transitions lenses have been scratched, damaged or broken in any way.
10. Offer does not apply to lenses other than Transitions lenses purchased in Australia and New Zealand.
11. The purchase of a pair of Transitions lenses from a participating practice during the above-mentioned period implies the acceptance of these terms and conditions.
12. In accordance with the privacy laws in Australia and New Zealand consumers have the right to access and request correction of their personal information as provided on the Claim and Return Form.
13. For OPSM stores the returned Transitions lenses will be covered by OPSM's existing 30 day money back guarantee. Terms and Conditions for OPSM 30 day money back guarantee are available at <http://www.opsm.com/pages/customerguarantee.aspx>
14. For Laubman Et Pank stores the returned Transitions lenses will be covered by Laubman Et Pank's existing 30 day money back guarantee. Terms and Conditions for Laubman Et Pank 30 day money back guarantee are available at <http://www.laubmanadpank.com.au/guarantee.html>.
15. For Specsavers stores the returned Transitions lenses will be covered by Specsavers' existing 100% satisfaction guarantee (30 days). Terms and Conditions for Specsavers 100% satisfaction guarantee (30 days) are available at <http://www.specsavers.com.au/cgi-bin/strudwick/sh/s?langid=13&pfmt=13&siteid=50&tpname=x.html>.
16. Terms and Conditions are available on the website [www.transitions.com/satisfiedorexchanged](http://www.transitions.com/satisfiedorexchanged), or upon written request from Transitions Optical Pty Ltd. No purchase is necessary in order to see the Terms & Conditions.
17. Certain legislation may imply warranties or conditions or impose obligations upon Transitions Optical which cannot be excluded, restricted or modified or cannot be excluded, restricted or modified except to a limited extent. These conditions must be read subject to those statutory provisions. If those statutory provisions apply, to the extent to which Transitions Optical is able to do so, its liability will be limited, at its option to: i. the replacement of the goods or the supply of equivalent goods; ii. the repair of the goods; iii. payment of the cost of replacing the goods or acquiring the goods or acquiring equivalent goods; or iv. payment of the cost of repairing the goods. Transitions Optical Pty Ltd A.B.N. 29 067 278 139.
18. Lens Supplier means Essilor New Zealand, Carl Zeiss Vision New Zealand, Hoya Lens New Zealand, Younger Optics Australia Pty Ltd for New Zealand customers and Essilor Australia Pty Ltd, Carl Zeiss Vision Holdings Ltd, Hoya Lens Australia Pty Ltd, Younger Optics Australia Pty Ltd, and Shamir Australia for Australian customers.

**Transitions®**