

Terms & Conditions

SCHEDULED REPLACEMENT LOYALTY SCHEME

Register your patient on *REPLACE* to benefit from a discount for that patient. Notification will be given 6 weeks prior to shipment to allow you to make changes.

REPLACE 6	REPLACE 12	REPLACE 24
Six monthly	Yearly	Two yearly
Cost price less 15%	Cost price less 10%	Cost price less 5%

ORDERING

Please order via email to lab@scotlens.com. Please contact us by email or phone if we can be of assistance.

POSTAGE & PACKAGING

Hays DX (Optical Courier Services), Royal Mail, £2.65.

Lenses

Dispatched by Hays DX Track Only, a signed for service. Please note the courier can sign when no one else is able to. Guaranteed next day delivery at an additional cost.

Solutions

Dispatched by Hays Signature Next Day, must be signed by the recipient. Free over certain amounts.

RETURNS, EXCHANGES & CREDITS

Rigid lenses come with one free exchange, thereafter 50%, within 3 months of order. There is a £4 administration charge per lens.

Boxes of BYO Lenses replacement lenses can be exchanged subject to a 95p charge provided they are returned in original undamaged packaging / containers and are within 3 months of order. Thereafter 50% is applied. With the exception of BYO Premium, a custom made product, therefore a 50% charge is applied on any credit / exchange. Can also be returned for credit within 3 months from date of invoice. Lenses out with this time period will only qualify provided they have a minimum 18 months expiry date still to run.

No credit or exchange will be issued against any soft lenses returned without the original containers and full details.

Any right that you have to reject the goods as not complying with the contract or delivery note/invoice must be exercised within five days of delivery.

Scotlens operate to strict procedures when dealing with lenses returned under complaint. Please see website for these procedures.

Lenses for exchange or credit must be returned within 3 months of invoiced date, and accompanied with full details. Lenses dispatched prior to receiving original lenses will be

charged at full price and will be accompanied with a warranty return card for the return of the original lens. A credit less administration charge will be issued on receipt of the warranty return card and original lenses. No credit or exchange will be issued against any soft lenses returned without the original containers and full details.

LENS CARDS

All Gas Permeable lenses manufactured by Scotlens are supplied with a lens card. This card carries the patient name, order number, prescription and material. This is supplied to ensure that legal requirements are fulfilled and should be issued to the patient. In the event of the lens being returned to the lab for whatever reason this card should also be returned.

CONDITIONS OF SALE

- Delivery of goods shall be deemed to constitute acceptance of the terms and conditions.
- We reserve the right to vary prices and conditions without notice. Prices quoted are exclusive of V.A.T. and delivery charges.
- Payment must be made by the 27th day of the month following the statement on which the invoice first appears.
- Risk in the goods shall pass to the customer upon delivery. However, such goods will remain our property until paid in full.
- Any delivery date by us is an estimate and we accept no responsibility for any loss or damage caused by late delivery.
- We have the right to cancel orders at any until lenses are manufactured at which point you will be charged in full.
- The description, illustrations, performance figures or specifications contained in literature, price lists and other advertising matter shall not form any part of any contract unless specifically incorporated therein.
- We do not accept any responsibility for loss or damage caused in any way due to our products.
- Lenses supplied by Scotlens are custom made to parameters supplied by practitioners. It is the responsibility of the practitioner to ensure the suitability of each lens supplied.
- All costs incurred in the pursuit of non-payment of accounts outside our payment terms, shown above, will be added to the outstanding payment.
- These terms and conditions shall in all respects be construed in conformity with Scottish law and any dispute arising from them shall be subject to the jurisdiction of the Scottish Courts.

CONTACT SCOTLENS FOR FURTHER INFORMATION

T: 01506 844272

www.scotlens.com