

Credit Request Form

Account Name: _____ Date: _____

Account Number: _____ Reference: _____

Rep Code: _____

Original Invoice Number: _____ Replacement Invoice No: _____

REASON FOR RETURN

Bevel error	<input type="radio"/>	Progressive warranty:	PD	<input type="radio"/>	Heights	<input type="radio"/>
Cancelled job	<input type="radio"/>	Received broken				<input type="radio"/>
Chipped	<input type="radio"/>	Scratched				<input type="radio"/>
Drill holes error	<input type="radio"/>	Uncut stock				<input type="radio"/>
Duplicate	<input type="radio"/>	Wrong axis				<input type="radio"/>
Faulty coating	<input type="radio"/>	Wrong diameter (W.C.O)				<input type="radio"/>
Heights error	<input type="radio"/>	Wrong prism				<input type="radio"/>
Lens: Small <input type="radio"/> Big <input type="radio"/>		Wrong product supplied:	Lens type	<input type="radio"/>	Addition	<input type="radio"/>
Lens thickness: Too thick <input type="radio"/> Too thin <input type="radio"/>		Wrong shape				<input type="radio"/>
Mixed up	<input type="radio"/>	Wrong tint				<input type="radio"/>
Non adaptation	<input type="radio"/>	Wrong data input: Axis <input type="radio"/> Lens type <input type="radio"/> Coating <input type="radio"/>				
PD error	<input type="radio"/>	Addition <input type="radio"/> ET <input type="radio"/> Heights <input type="radio"/> PD <input type="radio"/>				
Power: Weak <input type="radio"/> Strong <input type="radio"/>		Frame info <input type="radio"/> Prism <input type="radio"/> Tint <input type="radio"/> Rx <input type="radio"/>				

Additional comments: _____

*PLEASE READ THE NEW CREDIT AND WARRANTY POLICY ON THE REVERSE OF THIS FORM.

CREDIT OFFICE USE ONLY

Wrongly ordered	<input type="radio"/>	Breakage not covered	<input type="radio"/>
Not covered by HOYA's warranty	<input type="radio"/>	Past warranty date	<input type="radio"/>
Lenses have been mistreated	<input type="radio"/>	Ordered twice	<input type="radio"/>
Non adaptation to single vision or bi-focal not covered by HOYA's warranty	<input type="radio"/>	Heat damage	<input type="radio"/>

Additional comments: _____



Credit and warranty policy

MANUFACTURING DEFECTS

- All work will be completed to Australian Standards as a minimum.
- Warranties will be assessed against Australian Standard specifications.
- HOYA will not cover any breakages or fitting errors that were not fitted by HOYA.
- Claims for fitting defects must be returned with the frame and lenses for assessment.
- Warranty replacement lenses must be the same prescription and specifications as original.

PROGRESSIVE LENSES

- Prescription changes allowed for Hoyalux iD MyStyle V+, iD Classic, iD LifeStyle V+ and iD WorkStyle V+. (Not applicable to safety eyewear)
- Warranty claims are accepted for patient Non-adaptation, PD adjustment, and Height adjustment only.
- Warranty covers the cost of the coatings, lens treatments and HOYA supplied fitting.
- Warranty replacement lenses will be charged at the net price and credit issued on the lowest invoice.
- Progressive warranty is valid for 3 months from original invoice date.
- Warranty does not include glazing errors.
- Non-adapt warranty replacements are credited at your net of the lowest invoice.
- Only one claim per job.
- Warranty replacement lenses must be the same prescription and specifications as original.

COATINGS

- Diamond Finish coated lenses carry an extended manufacturing defect warranty for a period of 3 years, plus a 12-month scratch guarantee from original invoice date. (Not applicable to safety eyewear)
- VP & SFT coated lenses carry a manufacturing defect warranty for a period of 2 years from original invoice date.
- Warranty does not include scratching, machine slippage, heat damage or any other form of mistreatment.
- Warranty replacement lenses must be the same prescription and specifications as original.
- Hard Coat 2 years warranty

CANCELLED JOBS POLICY

- HOYA processes all orders immediately upon receipt. HOYA must be advised of cancellations as soon as possible to minimise the cost to the store as per the conditions below.
- Jobs cancelled prior to the start of the surfacing process will not be invoiced.
- Jobs cancelled after the start of the surfacing process will be invoiced at 50% of the net price.

STOCK LENS RETURNS POLICY

(Not applicable to safety eyewear)

- Lenses must be returned in the original packaging.
- The packaging and the lenses must be received in a condition suitable for resale as deemed by HOYA.
- Discontinued lenses will not be accepted for credit.

WARRANTY AND CREDIT CLAIM PERIODS

- Warranty claims for Manufacturing Defects must be received within 60 days of original invoice date.
- Stock lens returns must be received within 30 days of original invoice date. (Not applicable to safety eyewear)
- Progressive lens warranty claims must be received within 3 months of the original invoice date.
- Coating claims must be received within 2 years of the original invoice date. (3 years on Diamond Finish coated lenses)

CREDIT CLAIM PROCEDURE

- Re-order replacement lenses.
- Return original lenses with a fully completed HOYA credit application form including the customers name and date of sale. Invoice numbers must be provided. (Credit application forms are available from your local HOYA office).
- Credit application will be assessed by the HOYA Quality Control Department.
- Successful applications will have a credit processed and sent to the store.
- Unsuccessful applications will be returned to the store with a reason for the credit being declined.

20 April 2018