

# Credit Request Form

Account Name: \_\_\_\_\_

Date: \_\_\_\_\_

Account Number: \_\_\_\_\_

Reference: \_\_\_\_\_

Rep Code: \_\_\_\_\_

Original Invoice Number: \_\_\_\_\_

Replacement Invoice No: \_\_\_\_\_

## REASON FOR RETURN

Bevel error

Progressive warranty: PD  Heights

Cancelled job

Received broken

Chipped

Scratched

Drill holes error

Uncut stock

Duplicate

Wrong axis

Faulty coating

Wrong diameter (W.C.O)

Heights error

Wrong prism

Lens: Small  Big

Wrong product supplied: Lens type  Addition

Lens thickness: Too thick  Too thin

Wrong shape

Mixed up

Wrong tint

Non adaptation

Wrong data input: Axis  Lens type  Coating

PD error

Addition  ET  Heights  PD

Power: Weak  Strong

Frame info  Prism  Tint  Rx

Additional comments: \_\_\_\_\_

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

## CREDIT OFFICE USE ONLY

Wrongly ordered

Breakage not covered

Not covered by HOYA's warranty

Past warranty date

Lenses have been mistreated

Ordered twice

Non adaptation to single vision or bi-focal not covered by HOYA's warranty

Heat damage

Additional comments: \_\_\_\_\_

# Credit and warranty policy

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## 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