

Sensity 100% Satisfaction Guarantee Terms & Conditions

1. The Sensity 100% Satisfaction Guarantee is valid for Sensity lenses purchased in Australia or New Zealand between 1 June and 31 December 2017.
2. The Sensity 100% Satisfaction Guarantee does not apply to Safety purchases.
3. The Sensity 100% Satisfaction Guarantee applies only to the photochromic element of the Sensity lenses and not to any frames, lens design or coating.
4. If a patient is not satisfied with their Sensity lenses, the patient has 30 days from date of collection in which to return them to the practice from where they were purchased in order to claim clear replacement lenses. No cash alternative is available.
5. The Sensity lenses will be replaced with clear lenses.
6. A fitting fee will apply for all replacements.
7. The patient must return the Sensity lenses to the practice along with the corresponding receipt.
8. The eyecare professional must return a copy of the invoice and reason for credit to their HOYA Lens lab with the returned Sensity product and a copy of the patient's receipt, within 30 days of receiving the returned Sensity lenses product by the practice.
9. The replacement lenses must be through HOYA Lens Australia or New Zealand with the same prescription, design, index, coatings and frame as the original pair.
10. The replacement lenses will take approximately 3 to 7 days to arrive at the practice from the HOYA Lens lab upon receipt of a valid Claim and Return Form, with proof of purchase. HOYA Lens will not be responsible for any late, lost or misdirected correspondence.
11. There will be no refund to the consumer for any price difference between Sensity lenses and the clear lenses.
12. No exchange will take place if the Sensity lenses have been scratched, damaged or broken in any way.
13. The purchase of a pair of Sensity lenses from a participating practice during the above- mentioned period implies the acceptance of these terms and conditions.
14. 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 & Return Form.
15. Terms and Conditions are available on the website: www.hoyalens.com.au/sensity or upon written request from HOYA Lens Australia or New Zealand. No purchase is necessary in order to see the Terms & Conditions.
16. Certain legislation may imply warranties or conditions or impose obligations upon HOYA Lens 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 HOYA Lens 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. HOYA Lens Pty Ltd. ABN 80 001 266 548.