Transitions® lenses
"Love Them or Exchange Them"
Guarantee
Terms and Conditions

1. The ***Love Them or Exchange Them*** **guarantee** is valid for Transitions® Signature® GEN 8™ lenses, Transitions® XTRActive® new generation lenses, Transitions® XTRActive® Polarized™ and Transitions® XTRActive® style mirrors purchased between 1 January 2022 – 31 December 2023.
2. The ***Love Them or Exchange Them*** **guarantee** applies only to the photochromic element of the Transitions lenses and not to any frames, lens design or coating.
3. The ***Love Them or Exchange Them*** **guarantee** does not apply to the Transitions® Drivewear® sun lenses or Xperio® Transitions® sun lenses.
4. If a patient is not satisfied with their Transitions 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 replacement 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.
5. The patient must return the Transitions lenses to the practice along with the corresponding receipt.
6. 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 product and a copy of the patient's receipt, within 30 days of receiving the returned Transitions lenses product by the practice. The Claim and Return Form is available to eyecare professionals on the website: https://www.transitions.com/en-AU/eyecare-professionals/
7. The replacement lenses will vary according to the original pair of Transitions lenses ordered and received, see the following:-
   - **Transitions Signature GEN 8** exchange for clear lenses
   - **Transitions XTRActive new generation** exchange for clear lenses or Transitions Signature GEN 8
   - **Transitions XTRActive Polarized** exchange for clear lenses or Transitions Signature GEN 8
   - **Transitions XTRActive style mirrors** exchange for clear lenses, Transitions XTRActive new generation or Transitions Signature GEN 8
8. The replacement lenses must be through the same Lens Supplier, in the same prescription, design, index, coatings (such as anti-reflective coating) and frame as the original pair.
9. 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, with proof of purchase. Transitions Optical Pty Ltd will not be responsible for any late, lost or misdirected correspondence.
10. There will be no refund to the consumer for any price difference between Transitions lenses and the replacement lenses.
11. No exchange will take place if the Transitions lenses have been scratched, damaged or broken in any way.
12. Offer does not apply to lenses other than Transitions lenses purchased in Australia and New Zealand.
13. 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.
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. For OPSM stores the returned Transitions lenses will be covered by OPSM's existing satisfaction guarantee. Terms and Conditions for OPSM guarantee is available at: http://www.opsm.com.au/eye-care/benefits/service-guarantee

16. For Laubman & Pank stores the returned Transitions lenses will be covered by Laubman & Pank's Happiness Guarantee. Terms and Conditions for Laubman & Pank guarantee is available at: http://www.laubmanandpank.com.au/services-benefits/happiness-guarantee/

17. Terms and Conditions are available on the website: https://transitions.com/en-au/where-to-buy/love-them-or-exchange-them/ or upon written request from Transitions Optical Pty Ltd. No purchase is necessary in order to see the Terms & Conditions.

18. 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.

19. Lens Supplier means the organisation from which the Transitions lenses were originally ordered from.



Transitions.com

Transitions™
Light Intelligent Lenses

* For Love Them or Exchange Them full terms & conditions visit transitions.com/en-au/where-to-buy/love-them-or-exchange-them

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