



Scotlens Limited

Mill Road Industrial Estate, Linlithgow Bridge
Linlithgow. EH49 7SG. Scotland
United Kingdom

T +44 (0)1506 844272
lab@scotlens.com

Terms & Conditions

RETURNS, EXCHANGES & CREDITS

Nocturnal New Fit Guarantee

Each lens comes with two free exchanges, within 3 months of initial order.

All costs (except postage) are credited if patient is unsuccessful on both PAYG and Monthly Payment Plan. Exchange PAYG lenses are charged at full price and accompanied with warranty card. Full credit is issued on return of supplied lenses and warranty card.

Standard exchange

Each lens comes with 1 full exchange, thereafter 50%, within 3 months of initial order (credit on return).

50% credit on return if fit unsuccessful within 3 months of initial order.

Exchange lenses charged at full price and accompanied with Warranty Card.

£5 admin fee per lens returned along with Warranty Card.

NHS exchange

Each lens comes with 1 free exchange, thereafter 50%, within 6 months of initial order (credit on order).

Return envelope can be supplied for lens returns. Unsuitable lenses are requested for return to avoid incorrect use

Soft lenses exchange

Soft lenses can be exchanged subject to a 95p per box charge provided they are returned in original undamaged packaging / containers and are within 3 months of order.

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

NOCTURNAL MONTHLY PAYMENT SUBSCRIPTION PLAN

Plan lenses are shipped as requested at six or twelve months. Lenses will be shipped in the last working week of the month prior to due month.

Two free exchanges are included for new patients, additional lenses will be charged at the PAYG price.

Free of charge lenses are limited to one pair (single on single lens plan) per six or twelve month cycle.

Invoices will be issued on the last working day of the month.

20 days written notice must be given to cancel future plan payment for any patients. The last pair of lenses supplied must be returned.

Out with New Fit Guarantee period no credit or refund is available on Plan charges once invoiced.

Additional lenses will be charged at the PAYG price.

ORDERING

Custom made lenses can only be supplied to a qualified prescriber's written order. Please order via website or email to lab@scotlens.com. Please contact us by email or phone 01506 844272 if we can be of assistance.



POSTAGE & PACKAGING

Cost price is charged for standard and non-standard packages. Please enquire for current charges.

Lenses - Dispatched via tracked service to practice address. Please note the courier can sign when no one else is able to. Guaranteed next day delivery at an additional cost.

Solutions - Dispatched by Signed for service, must be signed by the recipient. Free over £100 solution order value.

All lenses manufactured by Scotlens are provided in secure packaging containing the patient lens(es), patient name, material, order number and specification. This packaging fulfils our legal requirements and should be issued to the patient. The tear off lens information card should be kept for your records. Should a lens be returned at any time for any reason this card should also be returned.

CONDITIONS OF SALE

You have the right to reject the goods as not complying with the contract or delivery note/invoice within five days of delivery.

Scotlens operate to strict procedures when dealing with lenses returned under complaint.

1. Delivery of goods shall be deemed to constitute acceptance of the terms and conditions.
2. We reserve the right to vary prices and conditions without notice. Prices quoted are exclusive of V.A.T. and delivery charges.
3. Payment must be made by the 27th day of the month following the statement on which the invoice first appears.
4. Products remain property of Scotlens Ltd until paid in full.
5. Any delivery date by us is an estimate and we accept no responsibility for any loss or damage caused by late delivery.
6. We have the right to refuse or cancel orders at any time.
7. We reserve the right to refuse to exchange lenses if the parameters being specified are not clinically significant or may result in inappropriate fitting.
8. 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.
9. We do not accept any responsibility for loss or damage caused in any way due to our products.
10. 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.
11. All costs incurred in the pursuit of non-payment of accounts outside our payment terms, shown above, will be added to the outstanding payment.
12. 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.

