

# PLATINUM TOTAL SATISFACTION GUARANTEE YOUR SATISFACTION IS OUR PRIORITY!

# **Alcon**

# CONTACT LENS WEARER

**Alcon is dedicated to helping people see brilliantly!** We know that many patients stop wearing contact lenses due to discomfort because of a variety of reasons. If you are not 100% satisfied with your Alcon lenses, you can return them (both opened and unopened boxes) within sixty (60) days of purchase to your eye care professional for a refund or credit for the cost of your contact lenses. In addition, you are eligible to receive a reimbursement from Alcon (in the form of an Alcon VISA® prepaid card) for the cost of your contact lens fitting (up to \$60).\* We encourage you to have a conversation with your eye care professional about other Alcon contact lenses available to you that may optimize your contact lens-wearing experience.

### You are eligible for Platinum Total Satisfaction Guarantee Fit Fee Reimbursement if:

- (A) you were fit for the first time in any of Alcon's AIR OPTIX®, DAILIES®, PRECISION1®, or TOTAL30® branded lens products or were a recent wearer of Alcon contact lenses and fit in a different Alcon brand family of products. For example, you are eligible for the Platinum Total Satisfaction Guarantee if you switched from AIR OPTIX® AQUA to DAILIES® AquaComfort Plus® contact lenses;
- (B) after trying the lenses and deciding that you are not 100% satisfied with your lens wearing experience, you returned all opened and unopened boxes of the Alcon lenses you purchased to the original purchase location within sixty (60) days of your original purchase;
- (C) your reimbursement claim submission is mailed (and postmarked) to the address below within ninety (90) days of your contact lens purchase; and
- (D) you provide all of the required information below and mail the required documentation, in a stamped envelope, to the address listed below.

#### COMPLETE THE TWO STEPS BELOW TO RECEIVE YOUR REIMBURSEMENT

1 FILL OUT THE BELOW INFO	RMATION			
Personal Information:				
First Name:	La	st Name:		
Address:	ess:		Apt / Suite Number:	
City:	State: Zip: _		Phone Number	: ()
Email:				
<b>Products:</b> (Please check the box beside the applicable lens product. You can find this on your invoice or receipt.)				
DAILIES® Lens Products		AIR OPTIX® Lens Products		
□ DAILIES® AquaComfort PLUS® (Sphere)	□ DAILIES TOTAL1® (Sphere)	□ AIR OPTIX® NIGHT & DAY® AQUA (Sphere)		
□ DAILIES® AquaComfort PLUS® Toric	☐ DAILIES TOTAL1® for Astigmatism	☐ AIR OPTIX® plus HydraGlyde® Multifocal		
□ DAILIES® AquaComfort PLUS® Multifocal	☐ DAILIES TOTAL1® Multifocal	□ AIR OPTIX® plus HydraGlyde® for Astigmatism		
	□ DAILIES® COLORS	☐ AIR OPTIX® COLORS		
PRECISION1® Len	TOTAL30® Lens Products			
☐ PRECISION1® (Sphere)	☐ PRECISION1® for Astigmatism	□ TOTAL30® (Sp	here)	□ TOTAL30® for Astigmatism
Purchase Information:				
Purchase Price: (Total amount paid for	Number of Boxes Purchased:			
Purchase Location:				
Date Purchased:/ / Receipt Number: (If you can't find this, please enter your telephone number)				

# MAIL THE COMPLETED FORM (ALONG WITH A COPY OF THE REQUIRED DOCUMENTATION BELOW)

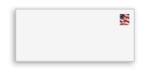




A) Receipt of Return Proof that you returned the product to your original place of purchase.

B) Eye Exam / Lens Fitting Receipt A document from your doctor that shows the date of your eye exam / contact lens fitting.

C) Sales Receipt Your Eye Exam / Lens Fitting receipt may be the same as your Sales Receipt if you do not have an exam documentation.



If this is the case, you are only required to submit the combined receipt demonstrating that a fit / exam and purchase occurred.

## Mail in a stamped envelope to the following address:

Alcon Choice Rebates Program Headquarters Platinum Total Satisfaction Guarantee P.O. Box 130020 El Paso, Texas 88513

#### \*TERMS AND CONDITIONS:

Offer valid for U.S. residents only. Offer not valid where prohibited by law. Maximum value of reimbursement claim for contact lens fit fee is \$60. Your reimbursement claim submission must be mailed (and postmarked) to the address above within ninety (90) days of your contact lens purchase. Limit one (1) reimbursement claim per patient. The eligibility requirements and procedures set forth above apply to this Platinum Total Satisfaction Guarantee and must be followed. This offer is not valid if you submitted a rebate claim for the same lens purchase under an Alcon consumer rebate program, including but not limited to the Alcon® Choice programs. Allow 8-10 weeks for delivery. No P.O. Boxes (except for residents of North Dakota and where required by law), only street and rural addresses are acceptable. Fraudulent submissions could result in prosecution. Alcon is not responsible for lost, late, damaged, illegible, undelivered, or postage-due Platinum Total Satisfaction Guarantee submissions, which will not be honored. Alcon reserves the right to modify or cancel this program at any time without notice or deny reimbursement where fraud is suspected. This Platinum Total Satisfaction Guarantee applies to Alcon lens purchases through January 31, 2024.

#### NOTICE TO CONSUMERS:

If you are personally filing a claim for reimbursement from a third-party payer (e.g., insurance company, employer group, flexible spending account etc.) for the contact lens fitting, your claim must be based upon your payment less the amount of this reimbursement. If your doctor is filing the claim, you must notify the doctor's office of the need to deduct this rebate amount from the fitting fee used in calculating the claim.

We recommend you make photocopies of your entire submission for your records. For questions about the Platinum Total Satisfaction Guarantee, please call 1-855-344-6871.

Reimbursement is in the form of an Alcon Visa® prepaid card. Your Alcon Visa® prepaid card is issued by The Bancorp Bank, Member FDIC, pursuant to a license from Visa® U.S.A., Inc. Cards can be used anywhere Visa® debit cards are accepted in the United States and U.S. Territories. This offer is not a The Bancorp Bank product or service. The Bancorp Bank does not endorse this offer. Prepaid card is not redeemable for cash or usable at any ATM.

