

Terms and Conditions for Soft and RGP Lenses



Lens Type		Exchange Facility	Credit Facility		Fitting Lens	Fitting Set	Trial Set
Bandage	Soft	-	-	-	-	-	-
Cantor Cosmetic	Soft	x1 *	-	-	-	-	Yes
Cantor Prosthetic	Soft	-	-	-	Clear x 2	-	Yes
Hydrocyl	Soft	x2	75% Unopened	25% Opened	-	-	-
Hydrofit	Soft	x2	75% Unopened	25% Opened	-	-	-
Hydrolens	Soft	x2	75% Unopened	25% Opened	-	-	-
Nissel Custom Hand Painted	Soft	-	-	-	Opaque Iris x 2	-	-
Nissel KII Soft	Soft	x1	75% Unopened	25% Opened	-	Yes	-
Nissel Naturals	Soft	-	-	-	Clear x 2	-	Yes
Pastel Tints	Soft	x1	75% Unopened	25% Opened	-	-	-
Thames Design	Soft	x1	75% Unopened	25% Opened	-	-	Yes
SiHLK Bandage	Soft	-	-	-	-	-	-
4F Design	RGP	x2	-	75%	-	Yes	-
Apex	RGP	x2	-	75%	-	Yes	-
Aqualine MF	RGP	X1	-	75%	-	-	-
Keratoconus	RGP	x2	-	75%	-	Yes	-
MetrO ²	RGP	x2	-	75%	-	Yes	-
Nissel KII Rigid	RGP	x2	-	75%	-	Yes	-
Nissel Sixteen-50	RGP	x2	-	75%	-	Yes	-
Percon Design	RGP	x2	-	75%	-	Yes	-
TriCurve	RGP	x2	-	75%	-	Yes	-
EyeBrid SiH	Hybrid	x1	-	50%	-	Yes	-

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90-Day Manufacturing Warranty

All soft lenses come with a 90-day manufacturing warranty from date of despatch. Notify C&N immediately of any manufacturing faults that occur within the 90-day warranty period. Suspected faulty lenses are to be returned to C&N for analysis, stating account number, C&N order number and the suspected fault, and use secure recorded/tracked mail. C&N cannot be held responsible for lenses that are lost or damaged in transit en route to C&N. If a manufacturing fault is found a replacement lens will be urgently manufactured and despatched, free of charge. Lenses that are found not to have a manufacturing fault will be returned back to the customer after analysis and notification, whereupon a new chargeable lens may be requested. Alternatively, the lens will remain at C&N and a credit issued if applicable. Lenses with suspected errors are processed in the same manner as a suspected faulty lens.

Exchanges

Where applicable a lens may be exchanged within 90 days of the original order despatch date. Return the lens to C&N with a covering letter stating account number, C&N order number and the change in parameters that are required, and use secure recorded/tracked mail. C&N cannot be held responsible for lenses that are lost or damaged in transit en route to C&N. Discounted lenses are exchanged at the discretion of C&N.

* - An additional cost will be charged for this exchange facility, please refer to the supplements section of our price lists.

Credits

Where applicable a lens may be returned for credit within 90 days of the original order despatch date. Return the lens to C&N with a covering letter stating account number, C&N order number and the reason for returning the lens, and use secure recorded/tracked mail. C&N cannot be held responsible for lenses that are lost in return transit.

Fitting Lens

A fitting lens can be custom made for an individual patient to establish the correct fit and, if necessary, power correction.

Fitting Set

A fitting set is a bank of lenses of the same geometric design, but with various base curves and diameters for establishing the correct fit. Fitting Sets are issued at the discretion of C&N.

Trial Set

A trial set is a series of lenses varying in colour, colour density, pattern or design, used to establish the correct colour match. Trial Sets are issued at the discretion of C&N.

Nissel Custom Hand Painted Lenses

Up to two free opaqued iris fitting lenses may be requested, with a change in parameters to each lens, to establish the correct fit. Fitting lenses do not have to be returned to C&N. Please be aware that C&N does not offer an exchange or credit facility on this lens type.

C&N's success rate for a first time colour match using a digital image is 99%, however, C&N will make as many colour adjustments as necessary to ensure a good colour match, providing the Nissel Custom Image Guide (CSD.336) was initially followed and the digital image was to the required standard. Should an adjustment be required, C&N request that a digital image is taken of the lens on-eye to enable the artists to accurately adjust the lens colour.

Customers providing an original sub-standard digital image will be notified prior to manufacturing the lens and given the opportunity to submit a digital image to the required standard. Customers can insist that C&N use a sub-standard digital image, but any adjustments will be chargeable.

A working sample lens can be sent to C&N to be copied.

C&N strongly advises that all sample lenses, digital images and/or returned lenses are sent using recorded/tracked mail. C&N cannot be held responsible for lenses that are lost or damaged in transit en route to C&N.

Nissel Naturals & Cantor Prosthetic Lenses

Up to two free clear fitting lenses may be requested, with a change in parameters to each lens, to establish the correct fit. Fitting lenses do not have to be returned to C&N. Trial sets are supplied at the discretion of C&N and are used to establish the correct colour match. Please be aware that C&N does not offer an exchange or credit facility on this lens type.

C&N strongly advises that all returned lenses are sent using recorded/tracked mail. C&N cannot be held responsible for lenses that are lost or damaged in transit en route to C&N.

Please read the Terms & Conditions carefully before ordering from C&N. By ordering from C&N you confirm that you have accepted the terms and conditions.