

Nissel Custom Hand Painted Contact Lenses Terms & Conditions



Cantor & Nissel Ltd - 'C&N'

By placing an order you confirm that you have read, understood and agree to these Terms and Conditions in their entirety.

Warranty

All Nissel Custom Hand Painted contact 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 six digit order number and the suspected fault, and use secure recorded/tracked mail. C&N will not 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 ordered.

Fitting Lens

Up to two free custom made Fitting Lenses are provided, with a change in parameters to each lens, to establish the correct fit. Each Fitting Lens will come with an opaque iris (12.00mm Ø) and a clear pupil (4.5mm Ø) as a guide to establish the required Iris and pupil diameters on the finished lens. Fitting Lenses do not have to be returned to C&N for painting, but the C&N order number issued with the initial Fitting Lens must be quoted when placing the final order. Additional chargeable Fitting Lenses are available on request. The correct fit must be established before an order is placed.

Digital Images

Digital images submitted to C&N must be of a high quality and show the whole of the upper face (both eyes) of the patient, including a piece of white paper held to against the forehead (above the eyebrows) to enable the artists to adjust the white balance when calibrating the digital image, and be taken in natural/good light. Influences, such as florescent lighting, etc, will have a negative influence on the natural colour of the eye to be copied. Images that are sub-standard will be rejected by the C&N artists. Customers providing an original sub-standard digital image will be notified prior to manufacturing the lens and given the opportunity to submit another digital image to the minimum required standard. Customers may insist that C&N use a sub-standard digital image, but any adjustments will be chargeable as will any lenses that have to be remade.

Colour Match

C&N has a 95% success rate for a first time colour match using a high quality digital image, the Nissel Custom Colour Guide (Swatch) or from a working sample lens.

It is vital that the artists know the condition of the eye to be covered to ensure a good colour match with the 'good eye'. Using the Colour Guide (Swatch), select one of the images (A, B, C, D or E) from the Eye Density chart that best represents the eye being covered.

C&N will make as many colour adjustments as necessary to ensure a satisfactory colour match. Should a colour adjustment be required, C&N requests that a digital image is taken of the lens on-eye, alongside the 'good eye', to enable the artists to accurately adjust the lens colour before the lenses is returned to C&N using secure recorded/tracked mail. C&N will not be held responsible for lenses that are lost or damaged in transit en route to C&N.

Nissel Custom Hand Painted Contact Lenses Terms & Conditions



Sample Lenses

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.

Exchanges & Credits

C&N do not offer an exchange or credit facility on the Nissel Custom range. A Fitting Lens is offered to determine the correct parameters before ordering as well as a non-chargeable colour correction (adjustment) facility to ensure a satisfactory colour match.

Despatch/Delivery

As a guide, we will despatch lenses within 14 to 21 working days from receiving a completed/confirmed order. Urgent orders (despatched within 7 working days of receiving a confirmed order) will incur a 30% surcharge. All lenses are despatched using a courier service.

Patient Expectation

C&N will guarantee the supply of a high quality lens with a satisfactory colour match for each patient, but due to the nature of the product it is imperative that the patient fully understands that a Nissel Custom Hand Painted Lens is an individual, hand painted, custom made, bespoke contact lens, which is incredibly challenging to produce and on rare occasions (5%) may be unsuccessful on the first attempt.

Tips

The Nissel Custom Colour Guide (Swatch) can be used in a digital image to enable the C&N artists establish a good colour match.

Do not manipulate the patient's eyelids when taking the digital image of the eyes.

Ordering Checklist

C&N account number	✓
Patient name or number	✓
Base Curve, Power & Diameter <i>(Use Fitting Lens)</i>	✓
Iris & Pupil sizes <i>(Use Fitting Lens)</i>	✓
Open Pupil <i>(clear)</i> or Closed Pupil <i>(Black)</i>	✓
C&N six digit order number <i>(Issued with first Fitting Lens)</i>	✓
High Quality Image, Selected Colour from Colour Guide and/or Sample Lens	✓
Image or description of the condition of eye to be covered <i>(Eye Density Chart – Swatch)</i>	✓
Correct delivery address	✓

C&N reserves the right to change these Terms and Conditions at any time without prior notice.