

Terms and Conditions for Soft and RGP Lenses



Material selection

Cantor and Nissel LTD reserve the right to substitute 77% material for any 67% material due to material manufacturer's batch / swell factor variations on sizes outside of the optimal 67% material range.

30-day manufacturing warranty

All lenses come with a 30-day manufacturing warranty from the date of despatch. This covers any chips or splits that may occur in the first few days of wear.

90-day exchange policy

Lenses come with a 90-day exchange warranty from the date of despatch. An exchange can be used to change the radius, diameter and power of the ordered lens(es).

The following lenses are not eligible for exchange*

***There is no exchange available for printed lenses (Cantor Prosthetic range and IntegroLens).**

***There is no exchange available for hand painted lenses (Nissel Custom range).**

***All discounted lenses are unable to be exchanged.**

Credits

Lenses may be returned for a 75% credit within 90 days of the original order despatch date and have only used the exchange facility once. Return all lenses with a covering letter stating the account number, Cantor & Nissel order number and the reason for returning the lens. Ensure a secure and recorded/tracked mail service is used. All credits are at the discretion of Cantor & Nissel LTD.

The following lenses are not eligible for credit*

***There is no credit available for printed lenses (Cantor Prosthetic range and IntegroLens).**

***There is no credit available for hand painted lenses (Nissel Custom range).**

***All discounted lenses are unable to be returned for credit.**

***A second exchange has been ordered.**

Fitting lenses

Where fitting lenses are required for the printed lenses (Cantor Prosthetic range and IntegroLens) and the hand painted lenses (Nissel Custom range), fitting lenses are made available to establish the correct fit and if necessary, power correction. You can order up to 2 free fitting lenses per patient's eye. Additional fitting lenses are chargeable.

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 chargeable. Please contact us for more information.

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 chargeable. Please contact us for more information.

Complaints

Suspected faulty lenses are to be returned to Cantor and Nissel LTD for quality analysis. Return all lenses with a covering letter stating the account number, Cantor & Nissel order number and the reason for returning the lens. Ensure a secure and recorded/tracked mail service is used. We cannot be held responsible for lost or damaged lenses in transit.

Distribution requirements of the EU MDR 2017/745

If the customer is based within Europe, the customer shall meet the general obligations of distributors as described within Article 15 of the EU MDR 2017/745. By placing an order, the customer agrees to abide by the provisions described within this article for a period of 3 years following the date of order placement.