

Bausch & Lomb Incorporated OTC/Rx Corporate Accounts Sales POLICIES*

SELLING POLICY

New Accounts

New accounts must be opened through your Bausch & Lomb Incorporated sales representative. Accounts are opened subject to credit approval. Please contact the Customer Service Department at 800-828-6974 for further information .

Orders

All orders can be placed with your Bausch & Lomb sales representative or by the following methods:

Mail: Bausch & Lomb Incorporated
ATTN: Customer Service Department
P.O. Box 30450
Rochester, NY 14603

Phone: 800-828-6974

FAX: 800-777-3066

EDI (Electronic Data Interchange)

Order Minimum

Fifteen (15) cases, any product assortment, per "ship to" location. Order subject to acceptance by Bausch & Lomb Incorporated, OTC/Rx Corporate Accounts Sales, Rochester, New York 14609.

Shipping Quantities

All products sold in full cases only.

Terms

Payment terms are calculated on net invoice cost and are 2%, 30 days from date of invoice; Net 31 days from date of invoice. Payments made prior to 30 days are not subject to any additional discounts.

Remittance

Please send remittance and supporting payment documents to address noted on the invoice.

Order Inquiries

For inquiries on your order, please call the Bausch & Lomb Customer Service Department at 800-828-6974 Monday thru Friday, between 8:00 a.m. and 5:00 p.m., Eastern Standard time.

Credit Inquiries

For account credit and balance inquiries, please call the Bausch & Lomb, Americas Shared Service Center at 585-338-6173 Monday thru Friday, between 8:00 a.m. and 5:00 p.m., Eastern Standard time.

Bausch & Lomb offers promotional programs to include store/warehouse openings, pallet/multi-pack and new distribution. Contact your Bausch & Lomb sales representative for details.

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**Bausch & Lomb reserves the right to change any of the above policies without notice.*

RETURNED/DAMAGED/EXPIRED GOODS POLICY

Credit for returned/damaged/expired goods may be earned in four ways:

A. In the event you have damaged/expired goods, your Bausch & Lomb sales representative will authorize you to destroy the damaged/expired product and issue you a credit equal to the cost of goods. Credit for damaged/expired goods will be issued within 30 days from receipt of properly prepared paperwork. Damaged/expired goods should not be returned to Bausch & Lomb, unless authorized by your sales representative.

B. All returns must be pre-authorized by your Bausch & Lomb sales representative. Your Bausch & Lomb sales representative will arrange for your return authorization number. A return authorization form and shipping instructions will be provided to you.

All return goods must have a Bausch & Lomb Return Authorization number affixed to the outside of each package. The Bausch & Lomb warehouse will not accept returns without proper Return Authorization labeling and credit will not be issued.

Transportation charges on returned goods must be prepaid by the customer, except when your sales representative determines that the return is due to a Bausch & Lomb error in shipment.

All return goods must be shipped to:

Bausch & Lomb Incorporated
Attn: Returns Department
130 Commerce Drive
Greenville, SC 29615

Return quantities will be verified by Bausch & Lomb and credit will be based on actual quantities received.

OR

C. An allowance of 1% will be credited to all invoices of accounts electing this option. No additional or further credit will be issued for any return or unsaleable merchandise, except when your sales representative determines that there has been a Bausch & Lomb error in shipment.

OR

D. A Product Reclamation Center Policy is available for customers with an authorized reclamation center.

Contact your Bausch & Lomb sales representative to indicate which option you wish to exercise.

SHIPPING POLICY

Freight

All merchandise will be shipped F.O.B. shipping point, freight prepaid.

Claims

Obvious damage, shipment overage and/or shortages should be noted on the shipping documents when signing for the delivery. These situations, or those of concealed damage, should be reported to Bausch & Lomb Customer Service Department immediately by calling 800-828-6974 within 48 hours after receipt of shipment.