

CUSTOMER INFORMATION: TO BE FILLED OUT BY IOT

Customer name: _____ Date: _____

Contact person: _____ RA number: _____

RETURNS INFORMATION: TO BE FILLED OUT BY CUSTOMER**Neochromes®**

Quantity of lenses to be returned (in pieces)	Reason for return (check all that apply)			
Plastic 1.50: _____	Lab breakage	Scratch warranty	Defective (supplier)	Other
Polycarbonate: _____	Lab breakage	Scratch warranty	Defective (supplier)	Other
Trivex®: _____	Lab breakage	Scratch warranty	Defective (supplier)	Other
Hi-Index 1.60: _____	Lab breakage	Scratch warranty	Defective (supplier)	Other
Hi-Index 1.67: _____	Lab breakage	Scratch warranty	Defective (supplier)	Other

Neochromes® Dark

Quantity of lenses to be returned (in pieces)	Reason for return (check all that apply)			
Plastic 1.50: _____	Lab breakage	Scratch warranty	Defective (supplier)	Other
Polycarbonate: _____	Lab breakage	Scratch warranty	Defective (supplier)	Other
Hi-Index 1.67: _____	Lab breakage	Scratch warranty	Defective (supplier)	Other

Neochromes® with Camber Technology

Quantity of lenses to be returned (in pieces)	Reason for return (check all that apply)			
Polycarbonate: _____	Lab breakage	Scratch warranty	Defective (supplier)	Other
Hi-Index 1.60 UC: _____	Lab breakage	Scratch warranty	Defective (supplier)	Other
Hi-Index 1.67 UC: _____	Lab breakage	Scratch warranty	Defective (supplier)	Other

Neochromes® Flat Top 28

Quantity of lenses to be returned (in pieces)	Reason for return (check all that apply)			
Polycarbonate: _____	Lab breakage	Scratch warranty	Defective (supplier)	Other

Form continued on next page →



If the reason is defective (supplier) or other, please explain:

Please, fill out this form and email it back to orderneochromes@iotamerica.com a credit will be issued to your account.

Please, include this completed form when returning to stock only to the address below:

IOTP (RTS)
1900 W. Artesia Blvd.
Rancho Domínguez, CA 90220

LENS WARRANTY AND RETURN POLICY

At IOT, we operate with the speed of trust, providing a no-fault lens warranty on all lenses sold. If you experience an issue with a lens at any time for any reason, we'll issue the appropriate credit for the lenses impacted. Our only request is that the warranties are completed monthly and issued by the 15th of the following month. (Example: a warranty return for the month of January is to be submitted by the 15th of February). This will help ensure that the reconciliation process is as clean and consistent as possible.

WARRANTY LENS RETURN:

1. Email our photochromics customer service department at: orderneochromes@iotamerica.com
2. Our customer service department will issue a Returns Authorization (RA) number for the return, and confirm that credit has been issued appropriately
3. We will review credits issued to each account regularly throughout the year to ensure that our lens performance meets expectations, and to help identify areas of improvement

OVERSTOCK LENS RETURN:

IOT will also accept unused overstock lenses at no charge, if a cover order matching or exceeding the returned lens value is placed at the same time of the return. If a cover order is not placed, a 20% restocking fee will be issued

1. Email our photochromics customer service department at: orderneochromes@iotamerica.com
 2. Our customer service department will get back to you with forms to fill out, detailing the specific products being returned, and to provide return shipping instructions
 3. Once the lenses have been received and verified, credit will be issued to your account
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