



QUICK REFERENCE GUIDE

For Eyecare Professionals



BE CONFIDENT RECOMMENDING TRANSITIONS LENSES

Whether you are recommending to existing wearers or to clear lens wearers, the risk of trying Transitions lenses is removed with Transitions' Love Them or Exchange Them guarantee.

How does the Transitions LOVE THEM OR EXCHANGE THEM guarantee work?

If your patients don't love their new Transitions lenses, they have the opportunity to return their Transitions lenses to the practice within 30 days of collection. The program applies to any optical laboratory in Australia and New Zealand.

What are Transitions lenses are exchanged for?

Transitions Signature GEN 8 – exchanged for clear

Transitions XTRActive new generation – exchanged for clear or Transitions Signature GEN 8

Transitions XTRActive Polarized – exchanged for clear or Transitions Signature GEN 8

Transitions XTRActive Style Mirrors – exchanged for clear, Transitions Signature GEN 8 or Transitions XTRActive new generation

The replacement lenses will be from the same lab you ordered from and will be in the same:

Prescription	Coatings
Design	Frame
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What is the process?

1. Fill out the Love Them or Exchange Them return form
2. Order new replacement lenses from your optical laboratory
3. Return the form and patient's eyewear with Transitions to the optical laboratory
4. You will be charged for the new/replacement lenses
5. You will be refunded the Transitions lenses once your optical laboratory has received the returned eyewear

Patients must return their Transitions lenses to the practice within 30 days of collection to be eligible for an exchange. The Claim and Return Form & Terms and Conditions can be found in <https://www.transitions.com/en-au/eyecare-professionals/>.