

Transitions® Lenses

“Love Them or Exchange Them” Guarantee

Terms and Conditions

1. The **Love Them or Exchange Them guarantee** is valid for Transitions® Signature® GEN 8™ lenses, Transitions® XTRActive® new generation lenses, Transitions® XTRActive® Polarized™ lenses and Transitions® XTRActive® style mirrors lenses purchased between 1 January 2024 to 31 December 2024.
2. The **Love Them or Exchange Them guarantee** applies only to the photochromic element of the Transitions lenses and not to any frames, lens design or coating.
3. The **Love Them or Exchange Them guarantee** does not apply to the Transitions® Drivewear® sun lenses or Xperio® Transitions® sun lenses.
4. If a patient is not satisfied with his/her Transitions lenses, the patient has 30 days from date of collection, to return the Transitions lenses and proof of purchase (receipt) to the practice, where the lenses were purchased, to claim replacement lenses.
5. The eyecare professional has 30 days from receipt of the returned lenses, to return them with the completed Claim and Return Form and proof of purchase (receipt) to their Lens Supplier/Lab. No cash alternative available.
6. The Claim and Return Form is available to eyecare professionals on the website <https://www.transitions.com/en-au/eyecare-professionals/>.
7. The replacement lenses will vary according to the original pair of Transitions lenses ordered and received (details as followed)
 - **Transitions Signature GEN 8** exchange for clear lenses
 - **Transitions XTRActive new generation** exchange for clear lenses or Transitions Signature GEN 8
 - **Transitions XTRActive Polarized** exchange for clear lenses or Transitions Signature GEN 8
 - **Transitions XTRActive style mirrors** exchange for clear lenses, Transitions XTRActive new generation or Transitions Signature GEN 8
8. The replacement lenses must be through the same Lens Supplier/Lab, in the same prescription, design, index, coatings (such as anti-reflective coating) and frame as the original pair.
9. The replacement lenses will take approximately 3 to 7 days to arrive at the practice from the Lens Supplier/Lab. Transitions Optical Limited will not be responsible for any late, lost or misdirected correspondence.
10. There will be no refund to the consumer for any price difference between Transitions lenses and the replacement lenses.
11. No exchange will take place if the Transitions lenses have been scratched, damaged or broken in any way.
12. The **Love Them or Exchange Them guarantee** does not apply to lenses other than Transitions lenses purchased in Australia and New Zealand.
13. The purchase of a pair of Transitions lenses from a participating practice during the above mentioned period implies the acceptance of these terms and conditions.
14. In accordance with the privacy laws in Australia and New Zealand consumers have the right to access and request correction of their personal information as provided on the Claim and Return Form.

15. OPSM stores: the returned Transitions lenses will be covered by OPSM's satisfaction guarantee. Terms and Conditions are available on the website <https://www.opsm.com.au/eye-care/benefits/service-guarantee>.
16. Laubman & Pank stores: the returned Transitions lenses will be covered by Laubman & Pank's Happiness Guarantee. Terms and Conditions are available on the website <https://laubmanandpank.com.au/glasses/happiness-guarantee>.
17. Terms and Conditions for the **Love Them or Exchange Them** guarantee are available on the website <https://www.transitions.com/en-au/where-to-buy/love-them-or-exchange-them/> or upon written request to Transitions Optical Limited. No purchase is necessary in order to see the Terms and Conditions.
18. Certain legislation may imply warranties or conditions or impose obligations upon Transitions Optical Limited which cannot be excluded, restricted or modified or cannot be excluded, restricted or modified except to a limited extent. These conditions must be read subject to those statutory provisions. If those statutory provisions apply, to the extent to which Transitions Optical Limited is able to do so, its liability will be limited, at its option to: i. the replacement of the goods or the supply of equivalent goods; ii. the repair of the goods; iii. payment of the cost of replacing the goods or acquiring the goods or acquiring equivalent goods; or iv. payment of the cost of repairing the goods.
19. Lens Supplier/Lab refers to the organisation from which the Transitions lenses were originally ordered from.



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