



‘LOVE THEM OR EXCHANGE THEM’ GUARANTEE

Terms and Conditions

1. The **Love Them or Exchange Them guarantee** is valid for *Transitions® GEN S™* lenses, *Transitions® XTRActive®* new generation lenses, *Transitions® XTRActive® Polarized™* lenses and *Transitions® XTRActive®* style mirrors lenses purchased between 1 January 2025 to 31 December 2025.
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 Caledonian Optical. No cash alternative available.
6. The Claim and Return Form is available to eyecare professionals on the Caledonian website.
7. The replacement lenses will vary according to the original pair of *Transitions®* lenses ordered and received (details as followed):
 - *Transitions® GEN S™* exchange for clear lenses
 - *Transitions® XTRActive®* new generation exchange for clear lenses or *Transitions® GEN S™*
 - *Transitions® XTRActive® Polarized™* exchange for clear lenses or *Transitions® GEN S™*
 - *Transitions® XTRActive®* style mirrors exchange for clear lenses, *Transitions® XTRActive®* new generation or *Transitions® GEN S™*.
8. The replacement lenses must be through Caledonian Optical, 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 Caledonian Optical. Transitions Optical Limited will not be responsible for any late, lost or misdirected correspondence.
10. Caledonian Optical will refund the cost price difference between the *Transitions®* lenses and the clear pair, to the practice.
11. No exchange will take place if the *Transitions®* lenses have been scratched, damaged or broken in any way.
12. 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.
13. Terms and Conditions for the **Love Them or Exchange Them guarantee** are available on the available on the Caledonian website. No purchase is necessary in order to see the Terms and Conditions.
14. Certain legislation may imply warranties or conditions or impose obligations upon Transitions Optical Limited which 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.