

1 Introduction

SwissLens is subject to medical device legislation imposed by CE marking, and as such, every practitioner of SwissLens must take notice of the content of the conditions of purchase and delivery. By ordering SwissLens products, the buyer automatically accepts these general terms and conditions.

2 Production and delivery delays

Made to measure contact lenses

Production: 1 to 3 working days.

Urgent orders (additional charges apply): manufacturing on the same day if orders are submitted before 10:00 a.m.; manufacturing the following working day for orders after 10:00 a.m.

Delivery times

Switzerland: 1 working day

Europe: 2 working days

Disposable contact lenses and cleaning solutions

Delivery times: 2 to 7 working days

3 Invoice

Each SwissLens client receives a detailed invoice, including current credits and discounts. If the amount due is negative or smaller than Euro/CHF 20.00, the amount is automatically carried over to the following invoice. No refunds on credits are permitted.

Each product remains the property of SwissLens until payment is received.

4 Payment

Payments are due within 30 days of invoice. Late payments incur charges (see price list). SwissLens reserves the right to terminate delivery if an account is in excess of 30 days.

5 Credits

Credits are automatically calculated in invoices. The client cannot deduct any additional amounts.

Made to measure contact lenses

The contact lenses can be returned online. The reception and the handling of credit can lead to delays before they appear on invoices.

Disposable contact lenses and cleaning solutions

No returned is accepted except for guarantee.

6 SN Serial Number

Each made to measure contact lens produced by SwissLens is marked with a specific serial number that appears on labels, delivery note and credits. SwissLens archives all information pertaining to the contact lenses by serial number.

In order to guarantee optimum reproducibility when ordering renewals, please indicate the serial number of the fitting lens or the lens to be re-ordered.

7 Contact lenses renewals SL6 and SL3

By ordering made to measure contact lenses with 6 monthly or 3 monthly renewal, the fitter is committed to offering them only for the duration specified when ordering, and to actively follow up the renewal. Each vial specifies the life span of the contact lens it contains. In order to facilitate renewal follow-up, SwissLens provides a renewal reminder on-line. SwissLens reserves the right to discontinue deliveries in case of infringement of these renewal conditions.

8 Packaging

Soft made to measure contact lenses

Soft contact lenses produced by SwissLens are hydrated, sterilised and delivered in a special solution. Sterilisation is no longer guaranteed after opening or damaging of the closing security system. Consequently, the contact lens may not be used if a defect is detected in the vial (break, crack, inclusion) or the solution appears not perfectly clear. The defective contact lens should be returned unused to Swisslens, whereupon it will be replaced without delay.


Gas permeable made to measure contact lenses RGP

Gas permeable contact lenses are professionally cleaned and then packed in special packaging for delivery purposes only. It is imperative to clean the contact lens before it is first fitted.

Disposable contact lenses and cleaning solutions

If a defect is detected in the packaging system, the product mustn't be used and must be returned to SwissLens.

9 Expiry

The expiry date of the product is indicated on the label next to the symbol . This date is only valid as long as the packaging system is intact.

The product must be destroyed after expiry of this date.

10 Miscellaneous

SwissLens offers its products for sale only to authorised persons, practices and shops according to the country-specific legislation. Distributors are not authorised to sell SwissLens products to non-authorised third parties. Resale on the Internet is not tolerated and will be prosecuted. The practitioner must have at least one personal contact with the end customer in order to inform him/her of the precautions necessary in regards to the handling and wearing of SwissLens products. The practitioner is obliged to pass on to their clients all necessary information and recommendations relating to the use and care of SwissLens products as well as the information notice published by SwissLens.

The practitioner is also obliged to inform SwissLens about all incidents and complaints in regards to their products. This information should be as detailed as possible and be transmitted to the company with minimal delays, together with the faulty products.

All documentation concerning the products and their use must be stored in order to guarantee long term support.

In order to conform to medical device legislation (CE marking), the practitioner must preserve the traceability of products in stock or worn by his/her clients.

For France:

A made to measure contact lens that has been in contact with a client who is infected or at risk of being infected with CJD (Creutzfeldt-Jakob disease) must be returned to SwissLens with a comment that specifies this.