



FCI OPHTHALMICS

30 Corporate Park Drive, Suite 310/320, Pembroke, MA 02359  
TEL: 781-826-9060 • 800-932-4202 • FAX: 781-826-9062

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## FCI OPHTHALMICS RETURN POLICY

Qualifying products may be returned within 30 days of original invoice date. See the “Products that may not be returned” section below for details.

There is a 15% restocking fee.

### RETURN INSTRUCTIONS:

1. Check that it is within 30 days from the original invoice date.
2. Contact FCI customer service, 800-932-4202 or [orders@fci-ophthalmics.com](mailto:orders@fci-ophthalmics.com), to obtain a Returned Merchandise Authorization (RMA) number.
3. Make sure the product box is unopened and labeling is intact.
4. Place the product in protective packaging (**NO** SOFT MAILERS OR ENVELOPES). Returned products must be shipped under conditions that maintain its integrity during handling.
5. Ship the return back to FCI:  
FCI Ophthalmics  
30 Corporate Park Drive, Ste 310/320  
Pembroke, MA 02359  
RMA#
6. Insure the return package for the full value. FCI is not responsible for lost or damaged packages.

### PRODUCTS THAT MAY NOT BE RETURNED

Lid weights, instruments, reusable sizing sets, Blinkeze, products not in original packaging, products damaged while in the customer’s possession, opened boxes, products that have been marked-up, crushed, and any products not in saleable condition.

### DEFECTIVE MERCHANDISE

Please call us for instructions on returns of defective merchandise at 800-932-4202.

### PLEASE REMEMBER

- No returns allowed after 30 days from the original invoice date.
- You must have prior authorization (Returned Merchandise Authorization).
- Returned merchandise must be properly packaged to prevent damage during shipping.
- Returned merchandise must be in saleable condition – not opened, marked, crushed, or otherwise damaged.

[www.fci-ophthalmics.com](http://www.fci-ophthalmics.com)

**To place orders contact:** [orders@fci-ophthalmics.com](mailto:orders@fci-ophthalmics.com)