

A fundus photograph of the retina, showing the optic disc (a bright, circular area) and a dense network of retinal blood vessels (arteries and veins) radiating from the disc. The background is a reddish-orange color.

General Information & Ordering

Alcon Surgical How To Order Guide

For Customers In The United States:

Call TOLL FREE 1-800-TO-ALCON (1-800-862-5266). Your personal Customer Service Representative and regional support team are ready to assist you from 7:00 A.M. until 7:00 P.M. Central Standard Time, Monday through Friday.

We offer TOLL FREE telefax service. Fax your purchase order directly to:

Alcon Surgical Customer Service Department 1-800-241-0677

Your Customer Service Representative can supply you with a custom-designed fax order form reflecting your most commonly ordered products, created to help you manage your inventory and ordering needs.

Simply complete your purchase order and mail it to:

Alcon Surgical Customer Service Department, Mail Code TC-22

6201 South Freeway

Fort Worth, Texas 76134-2099

EDI (Electronic Data Interchange):

Alcon offers and encourages the ease of automated EDI ordering to customers with compatible systems configurations. Please ask your Customer Service Representative for additional details on EDI.

We can schedule regular automated orders based on the interim dates most convenient for you. Ask your Customer Service Representative about the benefits of our standing order program.

Please call 1-800-TO-ALCON (1-800-862-5266) and leave the following information on the recorder:

- Account number
- Purchase order number
- Product number
- Any special shipping instructions
- Company name and address
- Your name and telephone number
- Quantity

Your order will be processed the next business day.

For service/repair on Alcon Surgical operating room or office-based instrumentation and accessories, please call Alcon Surgical Technical Services at 1-800-832-7827, 8:00 A.M. to 7:00 P.M. Central Standard Time.

Please contact ALCON at 1-800-757-9780 and select option for surgical assistance.

Payment terms are Net 30 days.

Should you find it necessary to return merchandise, please call 1-800-TO-ALCON (1-800-862-5266) and your Customer Service Representative will help arrange your product return. All returns require prior authorization to ensure acceptance at our warehouse locations. Alcon Surgical will accept for return unopened, original trade units, up to the expiration date of the product. CREDIT - All merchandise will be credited based upon the original purchase price.

- Merchandise with broken seals, labels removed, less than full boxes, etc.
- Merchandise which has become deteriorated due to customer use, mishandling, and/or improper storage conditions (heat, cold, water, fire, etc.)
- Merchandise involved in a bankruptcy sale or sacrifice
- Merchandise purchased through a wholesaler or broker
- Custom products (except in cases of defective or damaged)
- Purchases by kit packers and distributors are not eligible for return as ALL SALES ARE FINAL
- Non-Alcon products
- Non-functioning hand-held surgical instruments are not returnable for credit. Certain of these products may be eligible for an exchange program.
- CUSTOM PAK® Surgical Procedure Pak returns are subject to the terms and conditions contained in the CUSTOM PAK® contract.

For customers outside the United States contact your local Alcon representative.

GRIESHABER® Instrumentation General Terms and Conditions

For Customers In The United States:

Warranty

One year from delivery against defects in material or workmanship. Damage resulting from inexpert use does not fall under this warranty. An Exchange program available for some instruments.

All cleaning and sterilization of reusable instruments must follow the Directions for Use included in the packaging insert.

For specific Medical Product Information questions, please contact Alcon at 1-800-757-9785 and select the option for surgical assistance.

Please contact ALCON at 1-800-757-9780 and select option for surgical assistance.

Prices are subject to change without notice.

Payment terms are Net 30 days.

Should you find it necessary to return merchandise, please call 1-800-TO-ALCON (1-800-862-5266) and your Customer Service Representative will help arrange your product return. All returns require prior authorization to ensure acceptance at our warehouse locations. Alcon Surgical will accept for return unopened, original trade units, up to the expiration of the product. This applies to all surgical products.

CREDIT – All merchandise will be credited based upon the original purchase price.

- Merchandise with broken seals, labels removed, less than full boxes, etc.
- Merchandise which has become deteriorated due to customer use, mishandling, and/or improper storage conditions (heat, cold, water, fire, etc.)
- Merchandise involved in a bankruptcy sale or sacrifice
- Merchandise purchased through a wholesaler or broker
- Custom products (except in cases of defective or damaged)
- Purchases by kit packers and distributors are not eligible for return as ALL SALES ARE FINAL
- Non-Alcon products
- Hand-held surgical instruments are not returnable for credit, but may be exchanged.
- CUSTOM PAK® Surgical Procedure Pak returns are subject to the terms and conditions contained in the CUSTOM PAK® contract.

GRIESHABER® EXCHANGE PROGRAM

The GRIESHABER® Instrument Exchange Program provides you quick and convenient instrument exchange.

Grieshaber® Instrument Exchange Program instruments are constructed from original Grieshaber parts and provide you the same warranty as a new hand-held instrument.

- 1 year from date of purchase for defects in craftsmanship or materials.
- Grieshaber Instrument Exchange Program items are "like new" quality.
- Rapid instrument turnaround reduces waiting for instrument repairs.
- A return authorization number will be provided for the return of the non-functioning instrument.
- GRIESHABER® Exchange staff is available to answer your questions from 8AM CST to 5PM CST by calling 1-800-832-7827.

ELIGIBLE EXCHANGE PROGRAM INSTRUMENTS

The Exchange program can be utilized as long as product is available. Other products may be available in the GRIESHABER Instrument Exchange Program. Exchange program covers tip only. Handle is sold separately.