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## Optima Low Vision Services Ltd - Terms and Conditions of Sale

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### General

- 1.1. All goods remain the property of Optima Low Vision Services Ltd until paid for in full.
- 1.2. For hygiene reasons, all spectacles are non-returnable.
- 1.3. All product specifications are taken from manufacturers' published literature and we cannot be held responsible for inaccuracies. Manufacturers reserve the right to amend specifications from time to time. We endeavour to be accurate but errors and omission may occasionally occur.
- 1.4. We reserve the right to amend the prices and discount levels quoted in our price list without prior notice. Goods will be invoiced at the price applicable on the day of despatch.
- 1.5. We endeavour to despatch goods on the next working day following receipt of an order. However, please allow up to 21 days for delivery.

### VAT

- 2.1. Unless otherwise stated, prices in our price list are exclusive of VAT.
- 2.2. VAT will be charged at the rate applicable on the day of despatch.
- 2.3. Certain goods are not eligible for VAT relief based on the guidelines from HMRC. VAT will be added to the cost for these items.
- 2.4. VAT must be paid on all low-vision aids unless purchased by a visually impaired person for their own personal and domestic use, or is being purchased for them out of charitable funds by a registered charity. In these cases a signed declaration of eligibility for zero rated VAT must be supplied to us with each order, otherwise VAT must be charged. It is a serious offence to make a false declaration. VAT cannot be deducted or reimbursed retrospectively.

### Payment & Postage

- 3.1. For customers with a credit account, items must be paid for by Bacs or cheque within 30 days of date of issue of our invoice. For all other customers, payment must be received before your order can be despatched. We accept cheques, postal orders, and all major credit and debit cards (except AMEX).
- 3.2. For retail customers, postage will be free of charge, except for orders where the total weight of the order is greater than 20kg or products marked with a † symbol, in both cases delivery will be charged at cost. For orders weighing over 20kg or orders containing a product marked with a † symbol but with a value greater than £350 net, delivery will remain free of charge. Orders sent to Channel Islands, Isle of Man, Isle of Wight, Scilly Isles, Scottish Highlands or Northern Ireland will be charged at cost, with a minimum charge of £5.00 plus VAT.
- 3.3. For trade customers, postage is free of charge on orders over £150 net, except for orders where the total weight of the order is greater than 20kg where delivery will be charged at cost. For orders weighing over 20kg but with a value greater than £350 net, delivery will remain free of charge. Orders under £150 net or orders sent to Channel Islands, Isle of Man, Isle of Wight, Scilly Isles, Scottish Highlands or Northern Ireland will be charged at cost, with a minimum charge of £5.00 plus VAT.
- 3.4. All deliveries outside mainland UK will be charged at cost.
- 3.5. An export handling charge will be applied to all overseas deliveries with a total value of £100 or more.

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### Returns

4.1. Unwanted items must be returned directly to head office within 28 days from the date of delivery of the goods. Items must be in a re-saleable condition and in the original packaging. A copy of the proof of purchase for each returned item should be included with the return.

4.2. For individual retail customers, we will exchange goods or refund the cost of items returned as long as section 4.1 is adhered to. Your statutory rights are not affected.

4.3. For all other customers, we will exchange goods or provide a credit note to the value of items returned as long as section 4.1 is adhered to. A restocking fee of £5.00 + VAT (if applicable) will be charged for each item returned. Your statutory rights are not affected.

4.4. Credit notes issued by Optima Low Vision Services Ltd are valid for one calendar year from date of issue.

### Faulty Items

5.1. If your item develops a fault, please contact us in the first instance to see if the issue can be resolved without returning the item. If the item needs to be returned, please include a copy of the proof of purchase. We will repair, replace, refund or credit, at our discretion, faults covered under warranty.

5.2. If an item is returned and found not to be covered under warranty, Optima reserves the right to make a charge to cover the costs of returning the goods, which must be paid before the goods can be returned to the customer.