

Our terms and conditions

I. dispatch and delivery

We only deliver to Mainland Britain and Northern Ireland.

You will not have to pay delivery charges. We pay the costs of delivery.

We do not have minimum order quantity.

Goods in stock will be dispatched the next working day. If the goods you have ordered are not in stock, we will immediately re-order from the manufacturer.

After the goods have been dispatched, you should receive them in approximately 6-8 working days.

We always try to deliver your supply within this period of time after receiving the order. However, this time limit cannot not be guaranteed if the delivery is delayed by unforeseen events such as postal strikes. A delay might also occur if the ordered item is not on stock for once. In this case we will dispatch your order at the earliest date possible.

The delivery time for custom-made products, such as toric contact lenses and coloured contact lenses, depends on the manufacturer and can take up to 12 working days.

II. payment

The payment can be made by credit card. We accept VISA and Master Card.

Your credit card will be charged as soon as you have placed your order in our online shop.

III. conclusion of contract

When finishing the online ordering process by supplying the required data and clicking the button "Confirm Order", you will submit a binding offer. You will now receive an e-mail confirming the order has been placed and stating the details of the order.

Please note that orders are accepted only in quantities usual for households and as long as stock lasts.

This acknowledgement informs you that we have received your order. At the same time we are accepting your offer and the contract comes into effect. With this acknowledgement of order you are also receiving all your customer information, which you might want to print out for your own records.

We only accept orders in English.

IV. warranty and guarantee

The period of limitation for statutory warranty claims is 2 years.

If you have bought a one year supply but your prescription changes before all lenses have been used, you will have the opportunity to return the non-used, unopened lens boxes and have them exchanged within the first 6 months.

All deliveries are insured against transport damage. Therefore we ask you to check the completeness and integrity of the delivered goods upon receipt of order.

If damage to the package is apparent upon receipt of order, you have the right to refuse the acceptance of the goods. Please ask the carrier for a written confirmation when the package or the goods are damaged. If one of the products you receive is wrong, please do not hesitate to contact our customer service team. You can contact us by e-mail or fax at:

e-mail: info@contactsuniverse.co.uk

fax: +49 (0) 7274 7076-76

V. right of withdrawal

You can withdraw from your contractual statement within one month either in writing (e.g. per letter, fax, or e-mail) without stating reasons or - if the item is placed at your disposal prior to the expiry of this period - by returning the ordered goods. The period in which the return needs to be completed begins upon receipt of this instruction in text form, but not before receipt of the goods by the recipient (in the recurring supply of similar goods not before receipt of the first partial delivery), and not before we have met our obligations as defined by the German Civil Code (BGB) according to sec. 312g par. 1 clause 1 in conjunction with Art. 246 sec. 3 of the Introductory Law to the German Civil Code (EGBGB) and our information obligations according to Art. 246 sec. 2 in conjunction with sec. 1 par. 1 and 2 EGBGB.

In order to meet the withdrawal period it is sufficient to return the goods and/or send your demand of withdrawal on time.

Please address your demand of withdrawal to:

Lens and More

PO Box 1296

BEDFORD

MK40 2WZ

or via e-mail to:

info@contactsuniverse.co.uk

or via Fax to:

+49 (0) 7274 7076-76

Returns need to be addressed to:

Lens and More

PO Box 1296

BEDFORD

MK40 2WZ

Before returning goods, please contact our customer service team:

- via e-mail: info@contactsuniverse.co.uk

- via Fax: +49 (0) 7274 7076-76

Incurring costs are refunded according to statutory law. Please contact our customer service team.

Withdrawal Consequences

If the withdrawal takes effect, both parties must return the received services and if necessary the uses made of them (e.g. interest). If you cannot return the goods, or only in part or in a diminished state, you might need to pay compensation. This shall not apply in the event that the deterioration of the surrendered goods is due to

the inspection of the goods as it would have been possible in a shop for example. You do not have to pay compensation for any deterioration that might occur by using the goods as intended.

Goods suitable for shipment are returned at our risk. You will have to meet the costs for the return if the delivered goods correspond to the order and if the price of the returned goods does not exceed 40 EUR, or if, in the event of the price of the goods being higher at the time of cancellation, you have not yet performed the service in return or paid a contractually agreed part payment. Otherwise the return shipment is free of charge. Goods not ready and suitable for shipment will be collected. Obligations to refund payments must be met within 30 days. The period starts for you upon sending the cancellation statement or the goods, and for us upon receiving them.

end of right of withdrawal

VI. health advice

When placing an order, you are confirming that you are already wearing contact lenses. The ordered contact lenses must have previously been specified by an oculist or an optician. Have your eyes regularly checked in order to avoid damages to your health. We do not accept liability for the wrong usage and handling of ordered contact lenses.

VII. loyalty bonus

As a registered customer you will receive a bonus of 2% for orders up to the value of £200, and even 5% if your orders exceed £200. The loyalty bonus programme starts as soon as you have registered at ContactsUniverse. From now on all your orders will be taken into account. This loyalty bonus is not transferrable from one account to another. This bonus cannot be received in cash. You can use your bonus from last year at any time during the current year. All orders you made last year with your customer account will be taken into account. The bonus will be paid in this manner: It will be added to your shopping cart and it will be automatically offset against your new order.

VIII. data protection

We take the protection of your data very seriously. We treat your data responsibly and according to the provisions of the Federal Data Protection Act (BDSG) as well as of the Teleservices Data Protection Act (TDDSG). All business processes are designed to guarantee a high level of confidentiality and security. Personal data is only required when placing an order, subscribing to or unsubscribing from the newsletter. Your data will only be forwarded to a third part, if you expressly agree to it, with the exception of the collection of debts. We use your data for the following additional services:

- Sending you a newsletter with current offers
- Sending you a reminder in time for you to order your new contact lenses, before they are entirely used up
- Sending you a survey in order to help us to constantly improve our shop and service
- Registering for regular customers
- Personalizing our web site

If you do not want us to use your data, e.g. if you would like to unsubscribe from the newsletter, you can withdraw from your agreement at any time by simply sending a short e-mail to our customer service team or by changing the particular settings directly online in your customer account under "My account". On request we will inform you free of charge about the stored personal data. In order to receive this information, please contact our

customer service team. On demand we are obliged to amend, block or delete the stored personal data. In order to provide the best possible service, we are working with cookies. Cookies are used for e.g. personalized content or to avoid a repeated password entry. The data saved in our cookies will not be linked to your personal data. We are using “permanent” cookies. They stay on your computer in order to simplify shopping, personalization and registration services on your next visit. For instance, cookies can remember what you have already selected to purchase while you continue shopping. In addition, on web sites that request a password entry, you will have to enter your password only once. “Permanent” cookies can be deleted manually by the user. Credit card details are not saved but transmitted to the credit institution in order to be processed. This means although you will have to enter your credit card details every time you order, it is a huge advantage, because you are using the safest method. All purchase transactions are SSL encrypted. With accessing our web site www.contactsuniverse.co.uk, your computer and our computer automatically create a code. With this code, any data that goes from your computer to ours and from our computer to yours, is encrypted. Even if someone tapped into the data traffic between you and us, he or she could not gain any benefit from it. This method is a global standard and offers extremely high protection. Your orders are saved by us. If you lose copies of your orders, please contact us and we will be happy to send you a copy.

IX. contact

Lens and more GmbH, Germany
Managing Director: Kerstin Pintz
e-mail: info@contactsuniverse.co.uk
Fax: +49 (0) 7274 7076-76
registered at: Amtsgericht Landau
HRB 11729 Germersheim
VAT Reg. No: GB875207902
Errors and omissions excepted

X. final clauses including salvatory clause

The law of the Federal Republic of Germany applies.

Should any part of this agreement be invalid for any reason, it is to be replaced with a corresponding text, which is valid and equivalent to the intended meaning. The rest of the agreement shall remain unaffected and valid.

Errors and omissions excepted.