

VISION PLAN – TERMS & CONDITIONS

The Vision Plan is a Direct Debit scheme, which provides a convenient way to spread the cost of aftercare, contact lenses, solutions and eyecare products. It is not a credit agreement but is a payment plan that allows you to pay in advance for your contact lens services and products. You will be required to pay for your initial supply of products when you join the Vision Plan. Your bank account will then be debited each month following registration to the Vision Plan. Your contact lens products will be automatically supplied at an agreed delivery schedule, and you will make the required monthly payments prior to each supply.

Contact Lens Pricing

All quoted Direct Debit prices include membership to the Vision Plan at £15 per month (non-refundable) and your contact lenses at a 25% discount. All prices are subject to review and any changes to your Direct Debit will be detailed, via a letter, with at least ten working days' notice.

Solutions &/or Eyecare Products

Any required solutions or eyecare products for use with your contact lenses can be included in your monthly payments. As a member of the Vision Plan these are supplied at 25% discount and set supply schedule.

Missed Payments

If, for any reason, your bank or building society rejects our request for your monthly Direct Debit payment, then we will attempt to collect the payment on our next collection date (1st of each month). Unfortunately, we are unable to supply further products until you have paid any outstanding balances, and this could lead to your delivery schedule being altered. If collection of payments is missed for three consecutive attempts, then your Vision Plan will be automatically cancelled. Please contact your Haine & Smith practice if you feel a mistake has been made with your monthly Direct Debit payment.

Cancelling your Direct Debit

There is a minimum period of 3, 6 or 12 months determined by the supply frequency of your products. If you wish to cancel your plan, please telephone, or email your practice first as a refund of any money owed will be processed through your existing Direct Debit. You are liable for goods and services already received less any payments received in advance.

Cooling-Off Period

Your Vision Plan comes with an initial 14-day cooling-off period. This period starts the day after you have signed up to Vision Plan. You are entitled to cancel for any reason during this period. Please note that if you cancel during your cooling-off period, you are liable to pay back any discounts on services or for products received through your Vision Plan benefits.

Changes to Contact Lenses

If you require a new lens type or your prescription changes, we will make the necessary arrangements to your Vision Plan scheme for the next supply. There may be a change to your monthly payment amount which will be detailed during your consultation.

Return/Exchange of Products

Only products dispatched from the supplier within the last 3 months can be exchanged to a new prescription or alternative product & must be "as new" with no damaged/opened packaging. No refunds will be given.

Changes to Personal Details

Please notify your Haine & Smith practice and they will make the necessary changes. In most cases there will be no requirement for you to complete a new Direct Debit.

Eye Examinations & Contact Lens Consultations

As a Vision Plan member, you are entitled to your regular eye examination and contact lens consultations within your monthly Direct Debit. If entitled, your routine eye examination fee will be claimed from the NHS – there is no cash alternative or refund for NHS eye examinations. Please be aware that if your contact lens check becomes overdue your contact lens supply will not be delivered until you have attended your contact lens check. If you experience any problems before your appointment is due, your Vision Plan will cover additional appointments.

Exclusive Discounts

As a Vision Plan member, you receive 25% discount off additional contact lens supplies, solutions, eyecare products, spectacle frames, spectacle lenses, sunglasses, and accessories. This cannot be used in conjunction with any other offer, discount (except where explicitly stated by the offer or discount conditions) or consumer electronic products which includes Meta and Nuance Audio.

Too Many Contact Lenses

If you find you are not wearing all your contact lenses before your next delivery arrives, please contact your Haine & Smith practice to either reduce the quantity or frequency of supply to accommodate your lifestyle OR take a break in product supply (during this period your Direct Debit will be reduced, and you will only pay for the Vision Plan at £15 per month).

Product Deliveries

All product supplies ordered through our Vision Plan portal will be delivered to the address listed on your account. You can change this address by logging onto the portal or by calling your local practice. Product deliveries are limited to UK mainland only.

Replacement Contact Lenses

Accidents sometimes happen and we are happy to supply replacement lenses as per table below.

SUPPLIER	DIRECT DEBIT LENS TYPE	REPLACEMENT LENSES
ALCON BAUSCH & LOMB COOPERVISION J&J MARK ENNOVY	DAILIES (30 PAIRS PER MONTH)	18 FREE LENSES PER ANNUM
	DAILIES (20 PAIRS PER MONTH)	12 FREE LENSES PER ANNUM
	DAILIES (10 PAIRS PER MONTH)	6 FREE LENSES PER ANNUM
	WEEKLY	6 FREE LENSES PER ANNUM
	2-WEEKLY	4 FREE LENSES PER ANNUM
	MONTHLY	2 FREE LENSES PER ANNUM
	3-MONTHLY	25% DISCOUNT
	6-MONTHLY	
	ANNUAL	
	COLOURED LENSES (ALL TYPES)	
OTHER SUPPLIERS	ALL	
REDUCE 'FREE' LENS ALLOWANCE BY 50% FOR SINGLE LENS WEARERS		
'FREE' LENSES ARE NOT AVAILABLE ON OLDER LENS DESIGNS		
DISCOUNT IS APPLIED TO THE NORMAL 'PAY AS YOU GO' RETAIL PRICE		
FREE LENSES ARE ONLY AVAILABLE WHEN YOUR CONTACT LENS ARE SUPPLIED BY DIRECT DEBIT		