

Alcon

2012 Cataract and Refractive
Product Catalog

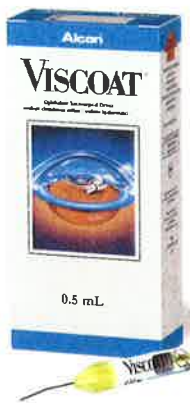
a Novartis company



DISCOVISC® (OVD)
OPHTHALMIC
VISCOSURGICAL DEVICE
 1 mL 4% Chondroitin Sulfate,
 1.7% Sodium Hyaluronate
 Latex free
 24-month shelf life
8065183710 - 1 each



DuoVisc®
VISCOELASTIC SYSTEM
 (DNR)
 36-month shelf life
 1 unit 0.35 mL VISCOAT® OVD and
 1 unit 0.40 mL PROVISC® OVD
8065183125 - 1 each
 1 unit 0.50 mL VISCOAT® OVD and
 1 unit 0.55 mL PROVISC® OVD
8065183150 - 1 each



VISCOAT® OVD
 4% Chondroitin Sulfate,
 3% Sodium Hyaluronate
 Latex free
 36-month shelf life
 0.50 mL
8065183905 - 1 each
 0.75 mL
8065183975 - 1 each



PROVISC® OVD
 (DNR)
 36-month shelf life
 1% Sodium Hyaluronate
 0.40 mL
8065183004 - 1 each
 0.55 mL
8065183055 - 1 each
 0.85 mL
8065183085 - 1 each



CELLUGEL® OVD
 (DNR)
 2% Hydroxypropylmethylcellulose
 36-month shelf life
 1.0 mL
8065183810 - 1 each

Legend:
 (DNR) = Dry Natural Rubber
 OVD = Ophthalmic ViscoSurgical Device

How to Order

Customer Service is available to assist you from 7:00 a.m. to 7:00 p.m. Central Time, Monday through Friday.

By Telephone

Call TOLL FREE 1-800-TO-ALCON (1-800-862-5266)

By FAX

We offer TOLL FREE fax service. Fax your purchase order directly to:
Alcon Customer Service Department
1-800-241-0677

By Mail

Mail to:
Alcon Customer Service Department
Mail Code WP-22
6201 South Freeway
Fort Worth, Texas 76134-2099

EDI (Electronic Data Interchange)

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

Automatic Order Scheduling Service

Regular automated orders can be scheduled based on interim dates most convenient for you. Ask your customer service representative about the benefits of our standing order program.

Payment Terms

Payment terms are net 30 days.

Distributor & Kit Packer Policies

Not all Products are available to a Kit Packer.
There are no quantity discounts.
All Alcon products are at list price.
Prices are subject to change at any time.

Merchandise Return Policy

Alcon will accept for return unopened, original trade units, up to the expiration date of the product. This applies to all surgical products. Please see Returns Disallowed, Customer product Returns, and IOL's Return Policy below for exceptions.

Returned inventory may be subject to a restocking fee.

CREDIT- All merchandise will be credited based on the original purchase price.

RETURNS DISALLOWED

- 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 condition (heat, cold, water, fire, etc.).
- All Viscoelastics (OVDs/Viscosurgical Devices).
- Merchandise involved in a bankruptcy sale or sacrifice.
- Merchandise purchased through a distributor or Kit Packer.
- Purchases by Distributors and Kit Packers are not eligible for return as ALL SALES ARE FINAL .
- Equipment hand pieces are not returnable for credit. Some hand pieces may qualify for warranty replacement or exchange. For more information please call Customer Service at 1-800-832-7827, Opt 4.

CUSTOM PRODUCT RETURNS

- CUSTOM-PAK® Surgical Procedure Pack returns are subject to the terms and conditions contained in the CUSTOM-PAK® Procedure Pack contract.
- Unused inventory at termination of agreement is subject to a 15% restocking fee.
- Non-Alcon products are not eligible for return.
- PIK PAKs® Suture Packs are not eligible for return.
- SPECIAL PATIENT CARE Kit's (SPCK) are not eligible for return.

How to Order

INTRAOCULAR LENSES (IOLs) RETURN POLICY

- Alcon will accept for return Alcon® intraocular lenses that are not expired and in their original packaging. The returned IOLs will be credited at the original purchase price.
- For lenses that are expired, opened and not used, or damaged please call Customer Service at 1-800-TO-ALCON (800-862-5266) for assistance.

Return Authorization is required for all qualifying returns. Please call 1-800-TO-Alcon (1-800-862-5266) for a Customer Service Representative to provide you a merchandise return authorization to ensure acceptance at our warehouse locations.

TECHNICAL SUPPORT

For service/repair on Alcon® operating room or office-based instrumentation and accessories, please call Alcon Technical Services at 1-800-832-7827, 8:00 a.m. to 7:00 p.m. Central Time.

SHIPPING AND HANDLING POLICY

- Orders are processed from three main distribution centers located as follows:

Fort Worth, Texas
Elkridge, Maryland
Reno, Nevada

Cut off times for shipping varies dependent on the warehouse location

Product	Warehouse Locations			Shipping and Handling			
	Fort Worth, Texas (FTW)	Elkridge, Maryland (Elk)	Reno, Nevada (Reno)	Ground Shipment Cost	Two-Day Delivery Cost	Next Day Delivery Cost	Next Day Delivery Priority (a.m. delivery)
Intraocular Lens	**6:00 PM	N/A	N/A	\$15.00	\$20.00	\$30.00	\$30.00
Ophthalmic Viscoelastic Devices (OVD's)	**6:00 PM	**5:00 PM	**6:00 PM	N/A	N/A	\$15.00	\$30.00
CUSTOM PAK® Surgical Procedure Packs	**5:00 PM	**4:00 PM	**6:00 PM	\$15.00	\$30.00	*A	*A
All Other Surgical Disposable Products	**6:00 PM	**5:00 PM	**6:00 PM	\$15.00	\$30.00	\$30.00 or *A	\$30.00 or *A

* Actual cost based on weight and time zone

**All times listed above are in Central Standard Time zone

- Ground shipments are delivered up to 5 days from order placement
- Orders Totalling less than \$50.00** = \$3.00 Shipping and Handling
- Expedited Shipments** requests please check with an Alcon Customer Service representative to verify availability and shipping and handling charges.
- Surgical Instrumentation** Shipping and Handling is based on weight and freight zone.
- Kit Packers and Contract Distributors** \$30.00 or Actual Cost based on weight and freight zone.

