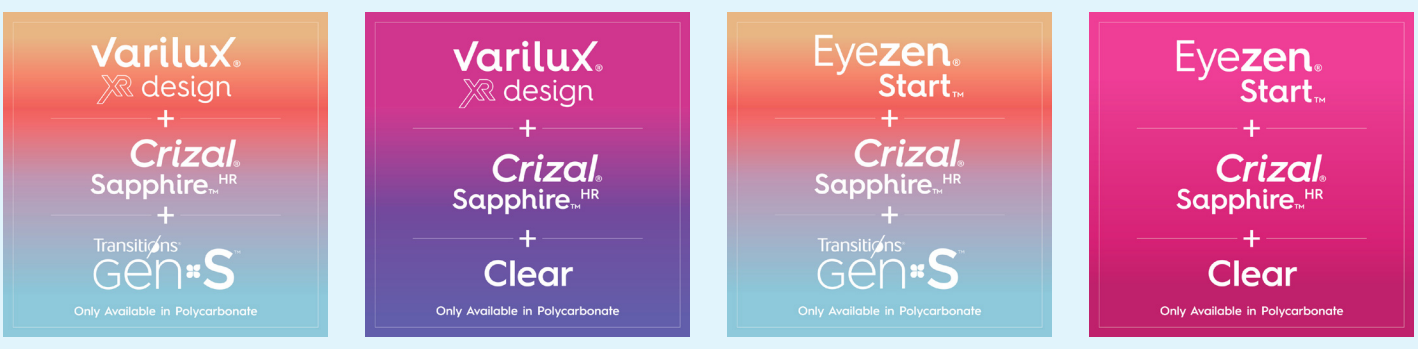
essilor PREFERRED REWARDS®

NEW REWARD ADDED!

You can now use your Essilor Preferred Rewards® points to purchase specific product codes to experience our innovative products!!



Click the image above to visit our rewards catalog.

REWARD DETAILS:

What is the process for receiving my finished lenses?

Please follow the multi-step process to receive your finished lenses:

1. Place an order through the *Essilor Preferred Rewards* catalog for the product combination you would like to receive. If you choose a product with Transitions® GEN S™, you must select a color by using the dropdown menu on the reward.
2. You will receive an email from essilorpreferredrewards@essilorusa.com with your product code in 3-5 business days.
3. Visit **https://rewards.productorder.essilorusa.com** and input the product code from the email you received.
4. Input your information into all the required fields, including RX information and frame details.
5. You will receive a confirmation email with information on where to ship your frames.
6. Ship your frames to the lab listed.
7. Within 4-6 weeks you will receive the finished product back to your practice! For any additional questions or concerns, please reach out to customer service.

FREQUENTLY ASKED QUESTIONS:

What lenses are available?

All available options can be found on the *Essilor Preferred Rewards* Catalog, located **here**. You can only purchase codes for the product combinations listed on the catalog, **no substitutions or alterations are available**.

Is there a limit to how many orders I can place on the rewards portal?

There is a limit of one (1) product code per order, but no limit on the amount of orders you can place. If you would like to purchase multiple products, we recommend placing separate orders to receive one (1) product code per order.

Can I choose the lab I work with?

No, the lab processing your lenses is pre-selected to control workload and consistency. When an order has been submitted, a Confirmation Page will be displayed with shipping instructions.

How long will it take to receive the finished lenses?

The estimated delivery time is 4-6 weeks from the date your frames are received at the processing center. This time frame may vary.

How is the frame shipped to the lab?

The cost of shipping the frame is not covered in your order and must be paid by the practice. The *Essilor Preferred Rewards* program order will cover the cost for standard shipping of the complete pair when it is sent back to you.

How can I check the status of my Rewards job?

Upon order completion, a Confirmation Number will be displayed and emailed to the email address entered on the order form. Job status can be reviewed by visiting **https://rewards.productorder.essilorusa.com/status** and entering either the Confirmation Number or the unique Product Redemption Code used when placing the order. For further assistance, please call or email the lab directly.

Can the same redemption code be redeemed more than once?

No. Each code is valid for one redemption of one pair of finished spectacle eyeglass lenses.

What if a redemption code has expired?

Each Redemption Code has a set expiration date, which is 60 days from when it was redeemed on the *Essilor Preferred Rewards* Catalog. No exceptions can be made for codes that have expired. The points used for the original order will automatically be returned to you.

What happens if I don't send my frames in time?

You have 30 days after inputting your order to send in your frames. If you do not send frames by that time the product order will be canceled.

How can we help?

Our teams are here to listen to your feedback or assist with any issues you may have! For issues related to product codes and redemption process, please contact us by email at **support@essilorsupport.com**. For inquiries after your order has been placed, please reach out to the lab listed on your confirmation email.

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